

## **Privacy Policy**

This privacy policy sets out how Trace Lighting uses and protects any information that you give Trace Lighting when you use this website.

Trace Lighting is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Trace Lighting may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 27/10/2010.

### **What we collect**

We may collect the following information:

- name
- contact information including email address

### **What we do with the information we gather**

We require this information for the following reasons:

- Internal record keeping.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. We promise these will not be more frequent than once a month, nor sent if you have opted out of receiving emails.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable procedures to safeguard and secure the information we collect online. Passwords are never stored as plaintext on our servers – even we can't discover what your password is.

### **How we use cookies**

We use cookies to remember whether or not you're logged in, so you don't have to keep logging in before you download software. We perform no other monitoring.

### **Links to other websites**

Our website contains links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [customersupport@tracelighting.com](mailto:customersupport@tracelighting.com)
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.
- You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to 33 Spinney Close  
Northfield  
Birmingham  
B31 2JG
- If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.