



Coal-Drop

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Terms and Conditions

Privacy Policy

Coal-Drop aims to offer honesty and transparency to its customers. We outline how our website collects, uses and safeguards client data. If you have any further questions, then please contact us by visiting our Contact page.

Last updated: 19/09/24

1. Introduction

Welcome to Coal-Drop. We value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you visit our website.

2. Information We Collect

- **Customer Names:** We collect names that you supply to us as part of the order process. Your names are only used to deliver your goods to you. They are not used for any other purpose. They will be kept on file for 6 years, as requested by HMRC, and for our sale records.
- **Email Addresses:** We collect email addresses when you subscribe to our newsletter or place an order. We will use your email to send you infrequent newsletters or for marketing purposes. This information is used solely to send you updates, promotions, and other relevant information about our products.
- **Delivery Addresses:** We collect the delivery address you supply to us as part of the order process. Delivery addresses are only used to deliver your goods to you. They are not used for any other purpose. They will be kept on file for 6 years, as requested by HMRC, and for our sale records.
- **Telephone/Mobile Number:** We collect your telephone/mobile number you supply to us as part of the order process. Telephone numbers are only used to contact you to arrange and fulfil your delivery or to contact you regarding an issue with your order. They are not used for any other purpose. They will be kept on file for 6 years, as requested by HMRC, and for our sale records.

3. Use of Information

- **Newsletter and Marketing:** Your email address will be used to send you our newsletter and marketing communications. You can opt-out of these communications at any time by clicking the unsubscribe link in any email we send.
- **Cookies:** We use cookies to enhance your browsing experience. Cookies help us understand how you use our website and allow us to improve its functionality and performance.

4. Data Sharing and Disclosure

- **No Third-Party Sharing:** We do not sell, trade, or otherwise transfer your personal information to outside parties. Your data is kept confidential and used only for the purposes stated in this policy.

5. Data Security

We implement a variety of security measures to maintain the safety of your personal information. However, please note that no method of transmission over the internet or electronic storage is 100% secure.

6. Your Rights

You have the right to access, correct, or delete any personal information we hold on you. If you wish to exercise any of these rights, please contact us at info@coal-drop.co.uk.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

8. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at info@coal-drop.co.uk.

End of terms