

Privacy Policy

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

This Privacy Policy is applicable to any personal information, which is given by You to Us ("User Information") via the web site located at www.voxsp.com ("Site"). This Policy is devised to help you feel more confident about the privacy and security of your personal details. Any 3rd Party website that you may connect to from this Site is not covered by this Privacy Policy.

Who are we?

We are Vox Supply Group Limited of 6 Beaumont Gate, Radlett, Herts, WD7 7AR

We are a company registered in England & Wales (Reg. no. 06664025) and our registered office is at the above address.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services or if you register to receive one of our newsletters.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make an online purchase from us, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition or promotion;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about products, services, campaigns, promotions of any of any associated companies goods and services;
- process a grant or job application.

We review our retention periods for personal information on a regular basis.

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to deliver product).

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We may at some time in the future work closely with various third party product providers to bring you additional ranges of quality and reliable products and services designed to meet the needs of the Point of Purchase industry. When you enquire about or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us, which we will use in accordance with this Privacy Policy.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your Choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: HQoffice@voxsp.com or telephone on +44 (0) 1923 858525

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: HQoffice@voxsp.com or telephone on +44

(0) 1923 858525 or write to us at: Vox Supply Group Limited of 6 Beaumont Gate, Radlett, Herts, WD7 7AR

You have the right to ask for a copy of the information Vox Supply Group Limited hold about you. We reserve the right to charge £10 for information requests, and to ask for two forms of personal identification to be supplied in order to check the accuracy of the request. The charge is to cover our costs in providing you with details of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Cookies

Our website uses cookies.

What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

You can find more information about cookies at:

- www.allaboutcookies.org
- www.youronlinechoices.eu
- For a video about cookies visit [a look at cookies](#)

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience. They can also help to ensure that adverts you see online are more relevant to you and your interests. The cookies used on this website have been categorised based on the categories found in the ICC UK Cookie guide:

Category 1: strictly necessary cookies

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you may ask for, like shopping baskets or e-billing, cannot be provided.

Category 2: performance cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

By using our website, you agree that we can place these type of cookies on your device.

Category 3: functionality cookies

These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. For instance, a website may be able to provide you with local weather reports or traffic news by storing in a cookie the region in which you are currently located. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

By using our website, you agree that we can place these type of cookies on your device.

Category 4: targeting cookies or advertising cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisations.

A list of all the cookies used on this website by category is set out below:

The list of cookies that we use on our website:

__hs_opt_out

This cookie is used by the [opt-in privacy policy](#) to remember not to ask the visitor to accept cookies again. This cookie is set to give visitors the choice to opt out of cookies.
(Expires: 13 months)

__hs_do_not_track

This cookie can be set to prevent the tracking code from sending any information to HubSpot. Setting this cookie is different from [opting out of cookies](#), as it still allows anonymized information to be sent to HubSpot.
(Expires: 13 months)

hs_ab_test

This cookie is used to consistently serve visitors the same version of an [A/B test page](#) they've seen before.
(Expires: end of session)

<id>_key

When visiting a password-protected page, this cookie is set so future visits to the page from the same browser do not require login again. The cookie name is unique for each password-protected page.

hs-messages-is-open

This cookie is used to determine and save whether the chat widget is open for future visits. It resets to re-close the widget after 30 minutes of inactivity.

(Expires: 30 minutes)

hs-messages-hide-welcome-message

This cookie is used to prevent the welcome message from appearing again for one day after it is dismissed.

(Expires: 1 day)

_hsmem

This cookie is set when visitors log in to a HubSpot-hosted site.

(Expires: 1 year)

_ga

Used to distinguish users.

(Expires: 2 years)

_gid

Used to distinguish users.

(Expires: 24 Hours)

_gat

Used to throttle request rate. May also appear as `_dc_gtm_<property-id>` if Google Tag Manager is in use.

(Expires: 1 Minute)

AMP_TOKEN

Contains a token that can be used to retrieve a Client ID from AMP Client ID services.

Other possible values indicate opt-out, inflight request or an error retrieving a Client ID from AMP Client ID services.

(Expires: 30 seconds to 1 year)

gac<property-id>

Contains campaign related information for the user. If you have linked your Google Analytics and Google Ads accounts, Google Ads website conversion tags will read this cookie unless you opt-out. [Learn more.](#)

(Expires: 90 days)

__utma

Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing `__utma` cookies exists. The cookie is updated every time data is sent to Google Analytics.

(Expires: 2 years from set/update)

__utmt

Used to throttle request rate.

(Expires: 10 minutes)

__utmb

Used to determine new sessions/visits. The cookie is created when the javascript library executes and no existing `__utmb` cookies exists. The cookie is updated every time data is sent to Google Analytics.

(Expires: 30 mins from set/update)

__utmc

Works with the __utmb cookie to determine whether the user is in a new session/visit. Not used in ga.js. Set for interoperability with urchin.js.
(Expires: End of browser session not used in ga.js)

__utmz

Stores the traffic source or campaign that explains how the user reached the Vox Supply Partner's website. The cookie is created when the javascript library executes and is updated every time data is sent to Google Analytics.
(Expires: 6 months from set/update)

__utmv

Used to store visitor-level custom variable data. The cookie is updated every time data is sent to Google Analytics.
(Expires: 2 years from set/update)

Advertising

We may use third-party advertising companies to serve ads when you visit our website. These companies may use information (not including your name, address, email address or telephone number) about your visits to this and other websites in order to provide advertisements about goods and services of interest to you.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Website recording

Our web site may also use a web site recording service that may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal data. Data collected in this way is for internal use only. Any information collected by us in this way would be used to improve our website usability and may be stored and used for aggregated and statistical reporting.

Contact

Any queries or comments about this policy, or complaints, should be forwarded to HQoffice@voxsp.com or by post to:

Vox Supply Group Limited
6 Beaumont Gate,
Radlett, Herts,
WD7 7AR

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in August 2019.