



## Privacy Policy

This Privacy Policy outlines the types of personal information that Crawley Energy Centre ("we," "our," or "us") may collect when you use our website, products, and services, and how we use, share, and protect that information. By using our website and services, you agree to the practices described in this Privacy Policy.

### Information We Collect

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile when you provide it to us.

### How Do We Collect Your Information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

### Why Do We Collect Such Personal Information?

**We collect such Non-personal and Personal Information for the following reasons:**

1. To provide and operate the Services
2. To provide our Users with ongoing customer assistance and technical support
3. To be able to contact our Visitors and Users with general or personalised service-related notices and promotional messages
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve respective services
5. To comply with any applicable laws and regulations.

## **How do we store, use, share and disclose your information?**

Our company is hosted on WordPress platform. WordPress provides us with an online platform that allows us to sell our products and services to you. Your data may be stored through WordPress's data storage, databases and the general editor.com applications. Your data is stored on secure servers behind a firewall.

All direct payment gateways is offered by WordPress WooCommerce and used by our company adhere to the standards set by PRA-FCA as managed by the PRA Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PRA-FCA requirements help ensure the secure handling of credit card information by our store and its service providers.

We do not sell or rent your personal information to third parties. We may share your information with third-party service providers who help us operate our website and provide services. These service providers are contractually obligated to keep your information confidential and secure.

We may also disclose your information when required by law, to protect our rights, or to comply with a court order or other legal process.

## **How do we communicate with you?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes, we may contact you via email, telephone, text message and postal mail.