

Creative Software Solutions (Europe) Limited Privacy Policy

This Privacy Policy was updated on 16 August 2019.

This Privacy Policy ("Privacy Policy") explains the collection, use, and disclosure of "personal information" by Creative Software Solutions (Europe) Limited ("CSS"). This Privacy Policy includes products and services provided through a websites that CSS operate.

CSS reserves the right to update and change this Privacy Policy from time to time. Each time a user uses the Website, the current version of the Privacy Policy applies. Accordingly, a user should check the date of this Privacy Statement (which appears at the bottom) and review for any changes since the last version.

CSS provides this Privacy Policy to make users aware of CSS's privacy practices, and of the choices a user may make about the way the user's information is collected and used.

By accessing the Website, you are accepting and agreeing to the practices described in this Privacy Policy.

1. The Information CSS Collects

1.1 Personally identifiable information is any piece of information which can potentially be used to uniquely identify, contact, or locate a user of the Website.

1.2 CSS collects personal information when a registered user:

- Creates a user account
- Make online purchases.
- Request support for a CSS product.
- Request information or materials.
- Participate in surveys and evaluations.
- Submit questions or comments to us.

1.3 The types of personal information collected may include (but are not limited to):

- First and last name.
- Title and your organisations name.
- Home, or other physical address (including street name, name of a city or town, county).
- E-mail address.
- Telephone numbers both land line and mobile
- Any other identifier that permits CSS to make physical or online contact with the user.
- Any information that CSS collects online from the user and maintains in association with the user's account, such as:
 - username,
 - password,

1.4 Device information is information about the device and its attributes (such as information about how your browser is configured, whether the user's device has enabled cookies, its Flash settings, the device's identification number and other characteristics about the device); it also may be personally identifiable information in cases where it is associated with the name or other identifier for a Website user. CSS uses device information for purposes such as enhancing the user experience.

1.5 Aggregate information is non-personally identifiable/anonymous information about users of the Website (such as frequency of visits to Website, Website pages most frequently accessed, browser type). Aggregate information also may include pages visited along with any navigation and in-page interactions used during each visit. In-page interactions monitored include: clicks and selections, mouse movement, page scrolling, and form fields focused on (specific keystrokes entered into each field are not collected). Aggregate information is used in a collective manner and no single person can be identified by that compiled information.

2. Cookies

2.1 CSS may use cookies in order to deliver relevant content and material.

Cookies are small data files with text that is stored in your browser.

Information stored in this file is used to distinguish yourself as unique visitors to the web server. Information stored in cookies from CSS does not contain any personal information.

Most browsers are initially set to allow cookies. If you do not want to allow your browser to use this feature can be turned off. The procedure for how to do this differs between different browsers. You will find information about this in your browser's help function.

If you choose to disable cookies, some portions of this site will not function fully (for example login and personalization).

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3. How CSS Uses the Information Collected

3.1 CSS may use the personally identifiable information a user submits for any purposes related to CSS's business, including, but not limited to:

- Understand a user's needs and create content that is relevant to the user.
- Create and maintain the users accounts.
- Complete a transaction, or provide services or customer support to users.
- Process, fulfil, and follow-up on user's orders.
- Generate statistical studies and conduct market research with surveys.
- Improve services, information, and products.
- Communicate with the users and answering questions.
- Update users about services, information, and products.
- Personalise the Website for the users.
- Register the user's products.
- Register the users in programs (per your request).
- Send the user information.

3.2 We also use this personal information to provide you with information related to your account and the products or services you purchased from us, to better understand your needs and interests, to improve our service, and to personalise communications.

4. Disclosure of Personal Information

4.1 Unless you explicitly agree, CSS will never share the personal information you provide to us.

5. Security and Confidentiality

5.1 Our access to the user's personal information is limited to employees who possibly may come in contact with such information in order to provide products and services for the user or in order for the employees to carry out their duties.

In order to protect the user's personal information we have physical and electronic safeguards and rules of procedure which fulfil legal requirements.

6. Third-Party Sites

6.1 The Website may include links to other websites. You should consult the respective privacy policies of these third-party sites. This Privacy Policy does not apply to, and we cannot control the activities of, such other websites.

7. Contact Us

7.1 If you have any questions or suggestions, please contact us at info@csseurope.co.uk by telephone at 0844 879 4531 or visit us in person building 2 & 3 Parkside Court, Greenhough Road, Lichfield. WS13 7FE.