



# Jack Richards & Son Limited Website Terms of Use

Use by users ("you"/"your") of [www.jackrichards.co.uk](http://www.jackrichards.co.uk) ("the Site") constitutes acceptance by you of the following terms of use. PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THE SITE. If you do not agree to all of these terms of use, you may not use the Site.

## Copyright and Trademarks

The Site is owned and operated by Jack Richards & Son Ltd ("us"/"our"/"we") and the information and materials appearing on the Site ("the Content") are displayed for personal, non-commercial use only. All software used on the Site and all Content included on the Site (including without limitation site design, text, graphics, audio and video, the selection and arrangement thereof and the underlying source code) is our property or that of our suppliers and is protected by international copyright laws. ALL RIGHTS RESERVED.

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All trademarks, service marks and logos used on the Site from time to time are the trademarks, service marks or logos of their respective owners.

We have made every effort to secure (where appropriate) licenses and clearances for all third party intellectual property used on the Site. You may notify us of alleged intellectual property rights infringement by contacting us via e-mail, using our [Contact Form](#)

## Links to third party websites

The Site may from time to time include links to third party Internet websites which are controlled and maintained by others. These links are included solely for your convenience and do not constitute any endorsement by us of the websites linked or referred to, nor do we have any control over the content of any such websites. Further, we have not reviewed all of these third party websites and do not make any representations regarding the availability or content or accuracy of materials on such websites. If you decide to access third party websites through links on the Site, you do so at your own risk. Your use of third party websites is subject to the terms and conditions of use of those websites.

## Liability disclaimer

WHILE WE ENDEAVOUR TO ENSURE THAT THE INFORMATION ON THE SITE IS CORRECT, TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE PROVIDE YOU WITH THE SITE ON AN 'AS IS' BASIS ONLY. YOU ACCEPT THAT ACCESS TO THE SITE MAY BE SUSPENDED AT ANY TIME AND WITHOUT NOTICE IN THE

CASE OF SYSTEMS FAILURE, MAINTENANCE OR REPAIR OR FOR ANY OTHER REASONS WHATSOEVER,  
INCLUDING FOR REASONS BEYOND OUR CONTROL.

WE MAKE NO REPRESENTATION OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLI

# Privacy Policy

## JACK RICHARDS AND SON AND SON INTERNET SITE PRIVACY POLICY

This website is owned and operated by Jack Richards and Son (“Jack Richards and Son”, “our”, “we” or “us”). “Jack Richards and Son” is the controller of all personal information collected on this website. We believe strongly in protecting the privacy of all website users (“you”, “yours”) and this notice sets out how we use your personal data. By registering on this website or otherwise, you consent to the collection, use and transfer of your personal information under the terms of this privacy policy.

### What data (“personal information”) do we gather from you?

We gather personal information such as first and last names, business addresses and email addresses that you provide voluntarily when you fill in appropriate sections of our website. For example when you complete our respective purchasing and selling forms in order to enquire about products you wish to purchase or sell, and when you request details of our products and services, you provide us with personal information which we hold and use for the purposes set out in the next section.

### Use of your personal information

Our main aim in gathering your personal information is to provide you with a customised service. If you fill in your details on our respective purchasing and selling enquiry forms, we use your personal information in order that we can contact you and respond to any questions, enquiries and needs that you may have. We use your personal information so that we can carry out your requests. If you purchase or sell products and services by telephone or face to face, we collect data so that the products and services can be ordered and supplied to you as efficiently as possible. We may also use aggregate personal information and statistics for the purposes of monitoring website usage in order to help us develop the website and our products and services and may provide such aggregate personal information to third parties. These statistics will not include any data that can be used to identify any individual. If, at some time in the future, we wish to use your personal data in ways other than those set out in this privacy notice, then we will notify you about this and seek your permission to do so.

### Sharing of personal information

We may share personal information within the Jack Richards and Son family (“Jack Richards and Son”); by this expression, we mean the Jack Richards and Son group and each and any of its subsidiaries, together with their respective officers, employees, agents, distributors, consultants, suppliers and certain selected companies. The Jack Richards and Son Family will process your personal information in accordance with this privacy policy and all privacy and communications legislation

Those selected companies are either our partners who perform a function relating to our purchasing, selling, promotions and/or offers, or are agencies and suppliers whom we have retained to assist us to more effectively fulfil orders, manage and conduct our business generally, provide technical assistance and support and perform other functions to support our marketing activities.

All selected companies may have access to personal information if needed to perform such functions, but will only be permitted by us to use such personal information for the purpose of performing that function (which may include one to which you have expressly given your consent) and not for any other purpose.

In order to provide products and/or services to you, we do envisage our wishing to transfer personal information about you outside of the European Economic Area. In the likely event we should wish to do so, we will only do so to the extent that it is permitted under all privacy and communications legislation

applicable within England. Of course if we need your specific and express consent to do this, we will obtain it before transferring any personal information.

In all cases, any use of your personal information by the Jack Richards and Son Family which has been instigated by us (as opposed, for example, to a promotional partner), will comply with this privacy policy.

Occasionally, with your permission and depending on the purpose for and context in which you gave that permission, we will send to you by one or more of telephone, fax, automated telephone call, e-mail, SMS text message or other electronic means marketing information and news, for example, relating to new product offerings, loyalty schemes, special offers, competitions and other promotions and offers. This may include our sending to you marketing information for the products or services of a promotional partner on that partner's behalf.

However, in every case, if you do not elect to receive such communications or if you elect to discontinue receiving them, then we will not send or will cease sending them to you. Also, we reserve the right to use or disclose any personal information as needed to satisfy any law, regulation or legal request, to protect the integrity of the site, to fulfil your requests, or to cooperate in any law enforcement or regulatory investigation. Save for this, we do not sell, transfer or disclose personal information we have collected from you in connection with our web site activities, to third parties outside the Jack Richards and Son Family.

Please note that if we are, in turn, a promotional partner of an unrelated company (for example where we are not asking you to submit any personal information to us but are simply providing personal information on our site) and a link exists to that other company's web site where one must visit to take part in that company's promotion, offer or other activity, then the privacy policy of that other company will apply instead of ours.

Whilst we make every effort only to tie-in with reputable companies which have a similar high regard for your privacy, you should make sure you are aware of what their privacy policies say, as we are not responsible for the policies and practices of other companies, including those of other members of the Jack Richards and Son Family. If, in the future, a third party acquires Jack Richards and Son or substantially all of its assets (whether by merger, acquisition, reorganisation or otherwise) customer data, including personal information, may well be one of the transferred assets.

## Payment Processing

Payments on this website are handled by Sage Pay. Sage Pay will use the data they receive for payment processing only. View [Sage Pay's privacy policy](#) to find out more about how they deal with privacy.

## Cookies

A *cookie* is an alphanumeric identifier which we transfer to your hard drive through your web browser when you visit our website. It enables our own system to recognise you when you visit our website, to track the pages you looked at while visiting our website and therefore to improve our service to you. Cookies may also be used to compile aggregate personal information about the areas of our website which is visited most frequently. This aggregate personal information can be used to enhance the content of our website and make your use of it easier. If you wish to reject our cookie, you may configure your browser to do so. However, if you do so, you may not be able to use certain features on our website.

## Cookies that can be found on this site

### Google Analytics

Google Analytics provides anonymous statistics on website usage. Cookies are used to track the source of a visitor, their session on the website (to associate multiple page views to one visit) and whether they are a new or returning visitor.

Cookie name	Description	Type/Length
__utmb	Determining Visitor Session	30 minutes from

__utmc	Contains a unique visitor identifier	set/update
__utma	Identifying Unique Visitors Contains a unique visitor identifier	2 years from set/update
__utmz	Tracking Traffic Sources & Navigation Contains traffic source and information about referring keyword or website	6 months from set/update

## PHP Session ID

A PHP session is created when certain functionality is in use on the website, allowing the website to uniquely identify one user between page loads. This is essential for the websites operation, and is used for facilities such as logins to the content management system and load balancing.

Cookie name	Description	Type/Length
PHPSESSID	Contains an anonymous identifier that can be used by the server to provide a continuous service.	Expires when the browser is closed

## Protection of your personal information and retention

The internet is not a secure medium and we cannot absolutely guarantee the security of your personal information provided over the internet. However we have put in place various security measures as set out below. The Jack Richards and Son website and associated databases are protected by certified firewalls in order to protect your personal information from access by unauthorised persons and against unlawful processing. The website uses the latest technology with full backups. We also keep your personal information confidential. All outgoing and incoming email is scanned for viruses. We also keep your personal information confidential. We will retain your personal information for a reasonable period or as long as the law requires.

## Accessing and updating

You are entitled to see the personal information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us by using the methods listed below. We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the personal information we hold about you.

If at any time, you would like to correct the personal information we have about you or if you would like to change your preferences for contacts from us or other members of the Jack Richards and Son Family, you can let us know by contacting us by using the methods listed below.

## Changes to our privacy policy

From time to time, it may be necessary for us to change this privacy policy, so we suggest that you check here periodically.

## Links

This website contains links to other websites. Please note that we are not responsible for the privacy policies of such other websites and we advise you to read the privacy policies of each website you visit which collects personal data.

## Questions or complaints: contact us

We reiterate that by submitting your personal information to us you consent to the use of that personal information as set out in this privacy policy. If you have any questions, concerns, comments or complaints about this privacy policy and/or our collection or use of personal information, or if you wish us to stop

processing your personal information for any particular purpose or purposes, then please contact us using the link to our [Contact Form](#), or telephone us on **+44 (0)1328 863111**.