

## Privacy Policy

This website privacy policy describes how Highland Fuels Ltd protects and makes use of the information you give the company when you use this website.

If you are asked to provide information when using this website, it will only be used in the ways described in this privacy policy.

This policy is updated from time to time and the latest version is published on this page.

The website policy was updated on: 24/04/2018

If you have any questions about this policy, please email [sales@highlandfuels.co.uk](mailto:sales@highlandfuels.co.uk) or write to: Highland Fuels Ltd, Affric House, Beechwood Park, Inverness, IV2 3BW.

## Introduction

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

## What data we gather

We may collect the following information:

- Name
- Contact information including email address
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers and surveys

## How we use this data

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records
- To improve the products and services we provide
- To contact you in response to a specific enquiry
- To customise the website for you
- To send you promotional emails about products, services, offers and other things we think might be relevant to you
- To send you promotional mailings about products, services, offers and other things we think might be relevant to you
- To contact you via email, telephone or mail for market research reasons

## Use of cookies

This website uses cookies to better understand the user's experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [ [www.google.com/privacy.html](http://www.google.com/privacy.html) ].

## Controlling information about you

When filling in a form or providing your details on our website, you will see a tick box allowing you to:

- Opt-in to receive marketing communications from us by email, telephone, text message or post

If you have agreed that we can use your information for marketing purposes, you can change your mind easily by writing to us at Highland Fuels Ltd, Affric House, Beechwood Park, Inverness, IV2 3BW.

We will never lease, distribute or sell your personal information to third parties unless the law requires us to.

Any personal information we hold about you is stored and processed under our data protection policy, in line with the Data Protection Act 1998.

## **Security**

We will always hold your information securely.

To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic safeguards.

We also follow stringent procedures to ensure we work with all personal data in line with the Data Protection Act 1998.

## **Links from our site**

Our website may contain links to other websites.

Please note that we have no control of websites outside the [www.highlandfuels.co.uk](http://www.highlandfuels.co.uk) and [www.aberdeenoils.co.uk](http://www.aberdeenoils.co.uk) domains. If you provide information on a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.