

Privacy and Cookie Policy

Multipipe Ltd (“We” or “us”) is committed to protecting your privacy. We use the personal data we collect about you for the purposes described in this policy including to provide you with sales information and a more personalised visiting experience. This privacy statement does not affect your rights under Data Protection legislation.

This privacy policy tells you:

- What personal data of yours is collected;
- With whom such data may be shared;
- Our security procedures to protect against loss, misuse, or alteration of personal data under our control;
- Your rights in connection with your personal data; and
- How you can correct any errors in the personal data we hold on you.

This policy (together with our terms of use and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is

- Multipipe Ltd

Unit 12 Great Hayes Business Park, Lower Burnham Road, Chelmsford, Essex.

Tel. no. 01245 227630

The information we collect

The personal data we collect about you includes the following:

- Information that you provide by filling in forms on this website. This includes information provided at the time of requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by us, and when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data.

How we use the information

We use personal data held about you in the following ways:

- To respond to your enquiries raised through our contact form
- To provide you with information regarding the products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;

We do not share any data given to us through this website with third parties for sales, marketing or any other purpose.

Our site does include links to other websites, which we do not operate, we do not endorse the content, products or views of these sites, the links are purely for your information and we do not accept any responsibility for the use of linked sites. Please check the privacy policy of each website you visit before you submit any personal data to these websites.

For training purposes, some telephone calls may be monitored.

Your rights

You may request copies of the personal data we hold about you, requests should be made in writing to us to the address above. If you have any questions, requests and/or comments about data privacy and/or this privacy policy, please contact us.

We are committed to the security of our customers' information and personal data. We take precautions to protect all of the customer personal data we have collected as you would expect of a prudent and responsible organisation. However, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Cookie Policy

What are cookies and why do we use them?

Cookies are small text files that are created and stored on your browser or the hard drive of your device by websites that you visit to enable the website to proactively operate and 'remember' who you are. They are also used to monitor website traffic. Cookies are generally only visible to the website that serves them and not to other websites.

Our cookies are used on our website to 'remember' information so that it can be passed from page to page and to collect website statistics. This statistical data may be used to help improve our websites, offers and the services that we offer to you. Some of our cookies will also recognise you as a previous visitor the next time you visit our websites to improve your experience – if you have consented to be remembered.

Cookie types explained

There are two types of Cookie:

Session Cookies - These cookie files are erased when you close your browser. This cookie stores your browsing information and will be active until you leave a site and close your browser.

Persistent Cookies - These files stay in one of a browser's subfolder until they are deleted manually or your browser deletes them based on the duration period contained within the persistent cookie's file. You can set your browser to automatically remove these cookies on logging off.

Our use of cookies - At Multipipe Ltd we specifically use cookies for:

Social Sharing

Enabling you to share Multipipe Ltd stories and page content via social media components, like Facebook and Twitter.

Analytics

We like to anonymously keep track of user behavior to help us keep our website content relevant and up to date. It's also useful to identify trends of how people navigate through our websites.

How to manage cookies

Most internet browsers accept cookies automatically however, you can accept, delete or disable cookies if you wish; the process for which can usually be found in your internet browser's 'Help' menu.

If you don't want these cookies to be used when visiting the Multipipe Ltd website, you can remove them by following these simple steps:

1. Click Tools & select Internet Options
2. Click the Privacy tab, and select Advanced
3. Click Override automatic cookie handling
4. Specify how you wish to handle cookies from first-party Websites and third-party Websites

If you disable cookies then, whilst you may be able to browse our website, some of the cookies we use may be essential for the operation and features we offer and therefore may not be available to you. Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies as soon as you visit our website.

Changes to our privacy policy

It is likely that we will need to update the Privacy Notice from time to time. Check our website for the latest version of the Privacy Policy.