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Privacy policy

Please read this privacy policy and our general terms and conditions carefully before using this website.

Wolf Laboratories collects certain information or data about you when you sign up to www.wolflabs.co.uk, or contact us via telephone or email.

We collect:

- Questions, queries or feedback you leave, including your email address and telephone number if you contact us via www.wolflabs.co.uk, by phone, by email or by placing an order
- Your email address when you sign up to our website or contact us using a company email address to receive our marketing emails, and information on how you use our emails - for example whether you open them and which links you click on
- Information on how you use the site, using cookies
- The data entered when you request a quote, place an order, or open an account via www.wolflabs.co.uk

This data can only be viewed by authorised people in Wolf Laboratories to:

- Improve the site by monitoring how you use it
- Gather feedback to improve our services, for example our email alerts
- Respond to any requests you send us, if you've asked us to
- Send marketing emails to users who have not opted out
- Allow you to access special pricing on our website and make transactions

Where your data is stored

- We store your data on secure servers in the European Economic Area (EEA).

Keeping your data secure

- We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.
- We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway provider's database only accessible to those authorised with special access rights to such systems, who are required to keep the information confidential.
- We are responsible for the information that we collect and committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.
- Our Payment Service Provider is Sage Pay – the largest independent payment service provider (PSP) in the UK and Ireland.
- Sage Pay provides a secure payment gateway (Level 1 PCI DSS), processing payments for thousands of online businesses, including ours. It is Sage Pay's utmost priority to ensure that transaction data is handled in a safe and secure way.

- Sage Pay uses a range of secure methods such as fraud screening, IP address blocking and 3D secure. Once on the Sage Pay systems, all sensitive data is secured using the same internationally recognised 256-bit encryption standards.
- Sage Pay is PCI DSS (Payment Card Industry Data Security Standard) compliant to the highest level and maintains regular security audits. They are also regularly audited by the banks and banking authorities to ensure that their systems are impenetrable.
- Sage Pay is an active member of the PCI Security Standards Council (PCI SSC) that defines card industry global regulation.
- In addition, you know that your session is in a secure encrypted environment when you see https:// in the web address, and/or when you see the locked padlock symbol alongside the URL.
- So, when buying through our site you can be sure that you are completely protected.
- We have procedures and security features in place to keep your data secure once we receive it, however please bear in mind that no internet transmission is 100% secure. We can't guarantee the security of your data while it's in transit: any data you send is at your own risk.
- No data is transferred or taken off site on personal devices.

How long will the personal data be stored?

- We will keep your personal data until you make a deletion request or for as long as necessary to provide the services you have requested or for other necessary purposes, such as fulfilling legal obligations, resolving disputes and enforcing our policies.
- Hard copy data is stored securely as per the timeframe outlined by government legislation.

Disclosing your information

- We will only share essential information from your data with our suppliers/manufacturers/subcontractors if deemed absolutely necessary to allow us to respond to any requests you send us.
- We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.
- We may share your information with selected third parties including:
 - Business partners, suppliers and sub-contractors for the performance of any contract we enter into with you.
 - Analytics and search engine providers that assist us in the improvement and optimisation of our site.
 - Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

Your rights

- You have the right to know what personal data we store on you. You can find out what information we hold and ask us not to use any of the information we collect at any time. Contact us on sales@wolflabs.co.uk or 01759 301142 with your requests, which will be submitted to the assigned Data Controller for Wolflabs.
- You can unsubscribe or change your settings for email alerts at any time by selecting the 'unsubscribe' link that appears in every email.

Children

- We are in compliance with the requirements of GDPR in relation to collecting data. We do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Links to external websites

- www.wolflabs.co.uk contains links to other websites. This privacy policy only applies to www.wolflabs.co.uk and does not cover other websites that we link to.
- If you follow a link to another website from the above noted, read the privacy policy on that website to find out how they process your personal information.

Changes to this Privacy Policy

- We may modify, alter or update this Privacy Policy at any time. We will not provide individual notice to you of changes to this Privacy Policy, but when we make updates to this Privacy Policy, we will update the date noted in the document.

If you have any questions about how Wolf Laboratories uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by:

- phone on 01759 301142;

or

- email at sales@wolflabs.co.uk

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