

Privacy Policy

This privacy policy explains how we use any personal information we collect about you when you use this website.

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What information do we collect about you?

We collect information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies.

How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you. We use your information collected from the website to personalise your repeat visits to our website. If you agree, we can pass on your personal information to our selected partner companies so that they may offer you their products and services. Love Audio will not share your information for marketing purposes with companies outside our list of partner companies. This list can be obtained [here](https://loveaudio.co.uk/docs/partners.pdf) (<https://loveaudio.co.uk/docs/partners.pdf>)

In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

Mailing Address: Enarpee Services Ltd, c/o 1 Fosseyway Gardens, Radstock, Somerset, BA3 3XW

Registered Office: 141 Englishcombe Lane, Southdown, Bath, BA2 2EL.

Registered in England: 05854549. **VAT Registration:** 910 2651 64



Marketing

We would like to send you information about products and services of ours and other companies in our group which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the Retail Group. If you no longer wish to be contacted for marketing purposes, please contact Paul Webber via his email (paul.webber@loveaudio.co.uk)

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email paul.webber@loveaudio.co.uk or write to us at the following address.

Love Audio
4, Queensway House
Queensway
Newton Abbot
Devon
TQ12 4BA

We will not charge you for this information, unless there are grounds for us to do so, such as the requests being multiple, spurious or vexatious. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Your Right to be Forgotten (Data Erasure)

You have the right to obtain from us, the erasure of personal data concerning you, which we can provide without undue delay, where one of the following grounds applies:

- Your data is no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- You withdraw consent on which the processing is based and where there is no other legal ground for the processing;
- You object to the processing and there are no overriding legitimate grounds for the processing;

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- Your personal data has been unlawfully processed;
- Your personal data must be erased for compliance with a legal obligation in EU or National Law which we are subject;
- The data was collected in relation to the offer of information services supplied to children without adequate legal consent;

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 12th March 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: by email: paul.webber@loveaudio.co.uk or by post: **Love Audio, 4 Queensway House, Queensway, Newton Abbot, Devon, TQ12 4BA**

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