



PRIVACY & COOKIE POLICY

We take our commitment to your privacy seriously, and we treat any information you provide to us with care. By visiting www.cinetex.co.uk (www.vestdoctor.com) (“**our website**”) or by placing orders over email/phone you are accepting and consenting to the practices described in our privacy policy.

PRIVACY POLICY

Cinetex is committed to protecting your privacy and promises only to use information collected about you in accordance with our Privacy Policy below:

WHO WE ARE

- We are Cinetex Ltd (“**Cinetex**”, “**we**”, “**us**”, or “**our**”), a company registered in the United Kingdom (Company No. 12626575), with Registered Office at 8 Spur Road, Cosham, Portsmouth, United Kingdom.

WHAT INFORMATION WE COLLECT

- When you place an order with us or interact with our website we may ask you for certain information and you may submit personal data to us (for example your name, phone number, postal address, email address, etc). We may also record which products you are interested in and which products you purchase as well as customer traffic patterns and site use.
- Some examples of how information may be collected by us:
 - **Information you provide us:** we receive and store information that you submit when using our website or that you provide us in any other way (for example by email or telephone). This information may be provided when ordering from us (via our website or by email); registering an account on our website; accessing your account; querying order status; or by submitting text/photo/video reviews of us and our products.
 - **Information automatically provided:** we receive, process and store certain information whenever you interact with our website. Like many websites, we use “cookies” (see the “Cookies” section below) and obtain certain information automatically when your web browser accesses our website. Information automatically received by us includes the IP address that your computer uses to connect to the internet; your computer, browser, operating system and internet connection details; purchase history; clickstream/path analysis of your journey through our website. We may also use software tools to measure and collect

session information, length of visits to certain pages, repeat visits and page interaction information (such as clicks).

- **Email communications:** to help us make our email newsletter more useful and interesting for our customers we attempt to receive a confirmation when you open and click on email newsletters from us (if your email software/service supports this option). If you no longer wish to receive email newsletters, please notify us using the links provided in each newsletter.

HOW WE USE THIS INFORMATION

- Information is kept securely in accordance with our internal security policy and may be used to:
 - process and deliver your order via the services of a fulfilment partner; by placing an order you are giving permission to pass on the necessary details to a fulfilment partner to enable delivery of your order. In order to dispatch your order a fulfilment partner will pass only the necessary data to the appropriate carrier for delivery & tracking;
 - provide customer support services to you;
 - provide you with an up-to-date, efficient, and reliable service;
- By making an order and/or submitting your data to us you agree to this use.

DATA SECURITY

- We use the latest security measures to protect your details when you shop with us. We never store any credit card information, we do not request your payment details.
- Unfortunately, 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. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

WHO ELSE MAY SEE YOUR DATA

- In order to complete your order we may need to disclose some of your information to our delivery partners including DHL, DPD, UPS, FedEx, our fulfilment partner and their affiliates.
- We will never knowingly share your data with any other business without your express consent.

MARKETING COMMUNICATIONS

- When ordering from Cinetex, or otherwise interacting with us we may give you the chance to subscribe to our email newsletter. We promise not to spam you with emails – to make it worth your while we only get in touch when we really have interesting news to share.
- If you no longer wish to receive email newsletters, please notify us using the links provided in each newsletter.

THIRD-PARTY LINKING

- Our site may, from time to time, contain links to and from the websites of our partners and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

YOUR RIGHT TO ACCESS INFORMATION

- The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee to meet our costs in providing you with details of the information we hold about you.

WHERE WE STORE YOUR PERSONAL INFORMATION

- The information that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

COOKIES

- Cookies are a technology which can be used to provide you with tailored information from our website. A cookie is an element of data that our website sends to your browser, which may then store it on your system. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it.
- If you do not wish for us to use cookies when you use our website please adjust your internet browser settings to not accept cookies. Please note that cookies allow you to take full advantage of the services we provide through our website and so we recommend that you leave them turned on in order to get the best browsing experience on our website.
- We use the cookies for the following purposes:
 - site administration;
 - operation of our website. These include, for example, cookies that allow you to log into our website.
 - recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily;
 - completing the user’s current activity;
 - research and development.
- Please note that third parties (including, for example providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.
- To find out more about cookies including how to manage your cookie settings, please visit www.allaboutcookies.org.

The following links explain how to access cookie settings in various browsers:

- [Cookie settings in Firefox](#)
- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Google Chrome](#)
- [Cookie settings in Safari \(OS X\)](#)
- [Cookie settings in Safari \(iOS\)](#)
- [Cookie settings in Android](#)

To opt out of being tracked by Google Analytics across all websites, visit this link: <http://tools.google.com/dlpage/gaoptout>.

YOUR CONCERNS

- If you have any questions or comments about privacy or the Cinetex Ltd privacy policy, or if you already have submitted information that you do not wish us to have or if you think that Cinetex Ltd has data about you that you do not want us to use or that is incorrect please contact us at the address below, or email (at contact@cinetex.co.uk) and the information will be corrected as soon as possible or removed from our database as you request.

CHANGES TO OUR PRIVACY POLICY

- Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

CONTACT US

- Should you have any queries relating to our privacy policy you can contact us by:
Emailing: contact@cintex.co.uk