

Privacy Policy

Sell a Vend is committed to protecting the privacy of anyone using our site and the confidentiality of any information that you provide us with. The purpose of this statement is to set out how we use any personal information that we may obtain from you.

Why we need to hold onto your personal data?

- We want to contact you to let you know about new products, special offers, and news relative to Sell a Vend
- We are a family business and we rely on being able to market to our interested customers.
- We may need to contact you if we need to recall a product.
- We never share or pass your details to anyone else.
- If you supply shipping address details we hold these on record to save you having to re-input this detail each time you order with Sell a Vend
- We are required by law to securely hold all sales invoices for accounting purposes for a period of six years.

What information do we hold?

Your Name

We like to keep things personal when we contact you.

Email Address

Used as a unique identifier to keep your data held together

Used to contact you should we need to send you an order confirmation, invoice or credit note.

From time to time we may send you a marketing email to let you know about new products or news about Sell a Vend. You can opt out of the email marketing at any time by clicking the unsubscribe link in the email.

We would never share your email address with other parties.

Delivery Address

We need to know where to send your order.

We also hold your address for future orders so that you do not need to enter it each time you order.

We share your Name and Address with our delivery partners, allowing them to deliver your order.

Invoice Address if different from Postal Address

If we need to send you a hard copy of your invoice we use this address.

Record of previous Orders

We keep a note of what you bought in the past so that you can re order easily.

We also keep a note of what you bought so we can contact you to let you know any news about this product that might be relevant to you, including special offers, product recalls, etc.

Bank Details

We DO NOT store your bank details. We use a payment gateway called Sagepay, or PayPal, that handles your bank details on our behalf.

If we take payment over the phone using a credit or debit card we do not keep your bank details.

Where do we hold your information?

We hold your information electronically on our server which is protected by a WatchGuard firewall and hard copies are kept under lock and key in our head office.

Online:

The Sell a Vend Website

Our website is hosted on a Secure Server. The service is secure password protected. The website <https://www.sell-a-vend.co.uk> involves the use of an SSL certificate -- "SSL" stands for secure sockets layer -- which creates a secure encrypted connection between the web server where our website is hosted and the web browser where you enter your details when making a purchase. This means your information is secure, safe and protected when being passed from you to us.

Mailing House

We hold a note of your email address and contact name on a mailing website which we use occasionally to send relevant marketing emails about Sell a Vend, news, promotions and offers. This email software helps us to note if any of our customers wish to unsubscribe making sure that we do not send them unwanted marketing emails.

Payment Gateways

Sell a Vend uses PayPal and Sagepay as our secure payment gateways. We DO NOT get access to your bank details. We do get to see your name and email address and what you ordered on PayPal when you make an order.

Internal:

Sell a Vend LLP, Tower Works, Clifton Road, Blackpool, FY4 4QA

We keep a paper copy of all sales invoices under lock and key. These paper invoices allow us to track payments and also helps us track which products you buy (this is useful if we ever need to contact you with a product recall as part of our Health & Safety Policy).

Cookies

There is a technology called "cookies" which may be used by us to provide you with, for example, customised information from our website. A cookie is an element of data that a website can send to your browser which may then store it on your system. If you wish, you can usually adjust your browser so that your computer does not accept cookies. Please remember cookies do not contain confidential information such as your home address, telephone number or credit card details. We do not exchange cookies with any third party websites or external data suppliers.

Security

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data that you disclose online and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

General

You have the right to see personal data (as defined under the Data Protection Act) that we keep about you upon receipt of a written request and payment of a fee of £10. Any request should be sent to:

Sell a Vend, Tower Works, Clifton Road, Blackpool, FY4 4QA

Ordering

General terms and conditions

This site is owned and operated by Sell a Vend, Tower Works, Clifton Road, Blackpool, FY4 4QA. If you have any queries about these terms and conditions or if you have any comments or complaints on or about our website, you can contact us at info@sell-a-vend.co.uk

7 The contract between us

We must receive payment of the whole of the price for the goods that you order before your order can be accepted. [Once payment has been received by us we will confirm that your order has been accepted by sending an email to you at the email address you provide in your order form] (or) [Your payment of the price for the goods represents an offer on your part to purchase the goods, which will be accepted to us when we send to you an email that the goods have been sent to you]. Our acceptance of your order brings into existence a legally binding contract between us.

8 Ownership of rights

All rights, including copyright, in this website are owned by or licensed to Sell a Vend. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non-commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

9 Accuracy of content

We have taken care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at the time of publishing and that all goods have been fairly described. However, orders will only be accepted if there are no material errors in the description of the goods or their prices as advertised on this website. Any weights, dimensions and capacities given about the goods are approximate only.

10 Damage to your computer

We try to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it will not cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website. Except in the case of negligence on our part, we will not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

11 Availability

All orders are subject to acceptance and availability. If the Goods you have ordered are not available from stock, we will contact you by e-mail or phone (if you have given us details). You will have the option either to wait until the item is available from stock, choose a similar item of the same monetary value or to cancel your order.

Payment, Pricing & Promotion

Payment terms

We will charge your credit account for payment upon receipt of your order unless delivery cannot be fulfilled within 30 days. We accept no liability if a delivery is delayed because you did not give us the correct payment details. If it is not possible to obtain full payment for the goods from your account then we can cancel the contract and or suspend any further deliveries to you. This does not affect any other rights we may have.

Price

The prices payable for goods that you order are as set out in our website. All prices are inclusive of VAT at the current rates and are correct at the time of entering information. Wherever it is not possible to accept your order to buy goods of the specification and description at the price indicated, we will advise you by email, offer to sell you the goods of the specification and description at the price stated in the email and will state the period for which the offer or the price remains valid.

Promotion

We will contact you from time to time to let you know about forthcoming discounts and offers, as well as new products they may be of interest to you. In registering, you are giving us permission to mail you electronically using the email address you provide, or by land mail to the address you provide. You will be given the opportunity to stop receiving information from Sell a Vend. Any issue should be reported by emailing info@sell-a-vend.co.uk.

Updating Account Information & Further Terms

Notices

Unless otherwise expressly stated in these terms and conditions, all notices from you to us must be in writing and sent to our contact address at (insert postal address) and all notices from us to you will be displayed on our website from time to time.

Changes to legal notices

We reserve the right to change these terms and conditions from time to time and you should look through them as often as possible.

Law, jurisdiction and language

This website, any content contained therein and any contract brought into being as a result of usage of this website are governed by and construed in accordance with the law of Scotland. Parties to any such contract agree to submit to the exclusive jurisdiction of the Scottish Courts. All contracts are concluded in English.

Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

Privacy

You acknowledge and agree to be bound by the terms of our privacy policy.

Third party rights

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.

Updating your account

It is wholly your responsibility to keep all your account information up to date and correct. Sell a Vend accepts no responsibility for incorrect delivery of orders, where the onus has been on you to change or update your account information.