



Porta Castell's Privacy Policy

Porta Castell is a brand name of Castell Safety International Limited and are committed to complying with the Data Protection Act 1998 and have published this guide to demonstrate our firm commitment to privacy and to help you understand how and why Porta Castell collect information from you, to whom such information is disclosed and what your rights are. If we make changes to this policy we will notify you by updating this statement on our website. You can access our Website's home page and browse our site without disclosing your personal data however when registering with Porta Castell you will be asked to provide certain information about yourself.

What information do we collect and how do we obtain it?

Names, addresses and email addresses are collected for processing your purchase order. These are stored on our system so that you only need to supply these once and therefore saved for your future transactions. We do not store your credit/debit card details; when making a purchase you are entering your sensitive payment card information on a secure and trusted card processing page with Protx (www.protx.com). We may also obtain information via a third party credit reference agency for credit check purposes should you opt to use our credit facility to utilise our purchase order service.

Please note that during any of your voluntary participation in our community features, such as the posting of a comment about a Castell product, some of your details may be published such as your name or company name. If you would like any of this information removed, please contact us.

How do we use your information?

We use the information that we collect about you to: process your orders, manage your account, administer Porta Castell, monitor customer traffic patterns and site usage to aid develop and improve the layout and design of the site and also to notify you about changes to Porta Castell, special offers or other information we think you may find useful.

Your rights under the Data Protection Act 1998

All information collected by Porta Castell will be held with the utmost care and will be kept strictly confidential and will not be sold, shared or rented in any way or form to third parties without your written consent or unless required to do so by law. You have a right to access the personal data we hold on you. You may request details of personal information which we hold about you by writing to us at Castell Safety International Limited, The Castell Building, 217 Kingsbury Road, London, NW9 9PQ, United Kingdom. If you believe that any information we are holding on you is incorrect or incomplete please write to or email us on porta@castell.com as soon as possible. We will promptly correct any information found to be untrue.

Use of Credit Reference Agency Information and Sharing of Credit Information

In the interests of responsible lending and for security purposes we carry out searches with credit reference agencies when you have opted to pay by a purchase order, sharing your information to enable credit to be obtained. These credit reference agencies records searches against your company details provided. We may also use your information for payment recovery or fraud and debt tracing.

Who does Porta Castell disclose the information it collects to?

We may disclose your information to credit reference agencies, legal and debt recovery representatives for debt collection and debtor tracing purposes and/or the Halma Group Plc; the parent company of Castell.

How we use Cookies

Porta Castell uses a variety of cookies to improve your browsing experience. This includes 'remembering' your account number at your request (by clicking Remember Me at login) to make future logins faster. Cookie support is not required by this website but is recommended.

For further details of how we use cookies please contact us.

Monitoring Communications

As part of our efforts to make further improvements to the service we provide to our customers, telephone calls to and from Castell may be recorded or monitored and used for training purposes. To protect the operation of our computer systems we may also monitor incoming and outgoing email.

Links to other Websites

Porta Castell may contain links to enable you to visit other web sites of interest easily. However please note that once you have used these links to leave our site we do not have any control over the use and details held of you on those other web sites. Therefore we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the web site(s) in question.