General

Quarch Technology Ltd will be will be what's known as the 'Controller' of the personal data you provide to us. This means we are responsible for securing it and only using it as necessary and permitted for our business.

Quarch stores minimal information on our customers, mainly using industry standard services such as Google Apps and MailChimp. If you have any questions, or would like to correct any information, please email support@quarch.com

Why we need your data

We need to store and process some personal data in order to provide the goods and services you may purchase from us

We also need to track visitors and logins to the site, in order to generate leads. This is done in a limited fashion and you can delete your account or change the communication preferences at any time.

We do not sell your data with anyone else. We do not share data unless specifically required in the normal cause of business (eg: Sharing your name and delivery address with a courier who is shipping items to youi)

Website Accounts

If you log in on our website site, or otherwise enter your details; we will hold your name, email address, company name and list of any product you have tagged. We use this information to allow secure login to the download site. We may also use email to contact you directly if we can see you have a clear interest in a particular product.

As with all modern sites, we use cookies to track users and to remember who you are, so you don't have to log in again for every file download. You can

block this within your browser if you wish, though some features on the site may not work fully.

You may edit your details or cancel your account at any time via the site.

You can also contact support@quarch.com at any time if you have problems or questions

Newsletter

If you are signed up to receive our Technical Updates, we will continue to send them to you. You can remove yourself from the list at any time using the subscribe checkbox in your account settings. We use Analytics to track which recipients follow links to our website. We may use this information to contact you directly if you show particular interest in a product.

When signing up to the website, the checkbox for newsletters in NOT selected, so you must actively chose it in order for us to add you to the mailing list.

You can also contact enquiries@quarch.com if you wish us to remove you from the newsletter mailing list.

Advertising

We use standard google-analytics and google-remarketing scripts on our webpage. This allows us to see how users find our site, and to target adverts towards people who have shown a genuine interest in our products.

You can opt out of our targeted google ads by altering your browser privacy settings, or changing your settings with google at: https://www.google.com/ads/preferences

We do not share this data with other any other advertiser or other 3rd party.

Sales

We normally accept orders by PO, with payments taken through BACS. If you require to pay by credit card, we can supply this facility through PayPal. We will not hold any of your credit card details after the payment has been made.

Where you have requested a quote or placed an order, your basic will remain in our finance systems for a minimum of 6 years as required by law, after which it will be destroyed.

Your rights

If at any point you believe the information we process on you is incorrect you request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer (support@quarch.com) who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).