

PRIVACY AND SECURITY STATEMENT
FOR
CLASSIC WINE DIRECT
AND
WWW.CLASSIC-WINE.CO.UK

1.0 Security

1.1 Classic Wine Direct take security very seriously and have taken every effort to assure that your purchase is as safe as any transaction could possibly be.

1.2 Your browser will go into secure mode as soon as you access the 'checkout' or 'login' pages, i.e. before you enter any personal or payment details. You can check that you are shopping in a secure environment by looking for either a locked padlock or a key icon in the grey bar at the bottom of your screen.

Being in 'secure mode' means that all of your details are encrypted to help keep them secure. Encryption creates billions of code combinations to protect each transaction made on our site, so your card details cannot be viewed by anyone else using the Internet. If you are using one of the more recent browser versions, our site supports 128 bit encryption and therefore keeps your details as safe as possible at all times.

1.3 We only accept orders that are placed using Secure Socket Layer (SSL). This technology prevents you from inadvertently revealing personal information using an insecure connection. During payment, we also ask for your card billing address as an additional security check.

1.4 No credit or debit card details are stored once your order has been processed. This is why you can save your favourite delivery address but need to enter your card details each time you order.

1.5 We recommend that you always close down your Internet browser when you have finished shopping online, especially if you use a shared PC. This will delete temporary Internet cookies from any sites that you may have visited.

1.6 Cookies are used to help improve the service to our customers and particularly to ease the shopping process. Cookies are pieces of information that are stored on your hard drive and used for record keeping purposes. They help you from needing to type in certain details several times (such as your e-mail address, or the delivery address you have previously used for an order). Cookies can also see which parts of the site are the most or least popular and thereby help Classic Wine Direct Limited to improve the customers shopping experience.

If you have any further concerns about security, please email:
CustomerCare@classic-wine.co.uk or call 0845 838 1870, Monday to Friday.
Office hours are 8.30am to 5.00pm (except for bank holidays) .

2.0 Privacy Policy

2.1 Classic Wine Direct Limited is fully committed to the Data Protection Act 1998, and is dedicated to the privacy of your information.

2.2 When you register with Classic Wine Direct Limited or when you make a purchase from this website, personal information is collected to enable Classic wine to process and deliver your order or any future orders. By registering your details on our website, you consent to Classic wine Direct Limited maintaining, recording, holding and using personal data we collect about you for such purposes.

2.3 Information can also be collected to allow Classic Wine Direct Limited to send you offers which we feel will be of particular interest to you. If you wish to receive email updates about web exclusives and special offers from Classic Wine Direct Limited and our partners, please email: sales@classic-wine.co.uk. Or call our Customer Support Line on: 0845 838 1870 Monday to Friday. Office hours are 8.30am to 5.00pm (except for bank holidays) .

2.4 In addition Classic wine Direct Limited will use information about you to make offers by mail, e-mail or telephone based on your wine preferences. If you do not wish to receive further offers then please email: offers@classic-wine.co.uk. Or call our Customer Support Line on: 0845 838 1870 Monday to Friday. Office hours are 8.30am to 5.00pm (except for bank holidays) .

2.5 If you want to be removed from our mailing list, please email: sales@classic-wine.co.uk. Or call our Customer Support Line on: 0845 838 1870 Monday to Friday. Office hours are 8.30am to 5.00pm (except for bank holidays) .

2.6 To change any of your registered details on www.classic-wine.co.uk please email: CustomerCare@classic-wine.co.uk. Or call our Customer Care Line on: 0845 838 1870 Monday to Friday. Office hours are 8.30am to 5.00pm (except for bank holidays) .