

Privacy Policy

Collection and Usage of Personal Data

Customer Accounts

If you have a customer account, Lumisphere Products Ltd may require personal information in order to manage your account or to provide you with access to its services. Any such information will be used exclusively by Lumisphere Products Ltd and will not be shared with any other party except:

1. Where required to facilitate your stated requirements, such as processing using your supplied banking details or shipping goods to you by a commercial carrier.
2. Where it is required by EU law.

This data is held within Lumisphere Products Ltd internal company databases including Microsoft Office, Sage Accounting and Filemaker software.

If you are a distributor and have consented to have your company details published on our website these are for referral and promotional purposes only.

Email Newsletter sign-up

At present we do not use email marketing service. However, we may in the future use such services. Any provider of such services will be GDPR compliant,

Your email address will **NOT** be shared with any other Third-Party for marketing purposes.

General Enquires, Product Information and Technical Support requests

Any enquiry – via the website or our company email/phone contacts – where personal information is shared will only be used to provide the services or information you have requested from us. Such data is held on our company servers.

Website Users

This site uses cookies - small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymized tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the

Help section of your browser or taking a look at the [About Cookies](#) website which offers guidance for all modern browsers.

This website contains various links to external sites not under the control of Lumisphere Products Ltd. Therefore, Lumisphere, Products Ltd is not responsible for the content, use or misuse, or privacy policy of any such linked site not controlled by us. Lumisphere Products Ltd provides these links solely for your convenience and we reserve the right to cancel or discontinue any link at any time.

How to Control Your Personal Data

Everyone has the right to ask for details about the way we use their personal data and can ask to do certain things with that data.

You can request that personal data be corrected or completed, transferred to another organization, prohibited for certain uses, or removed completely—all in a timely manner.

If you have any concerns, queries, or changes that need to be made regarding your personal data, you can do so by emailing data@Lumisphere.co.uk

Website Terms and Conditions

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Lumisphere Products Ltd relationship with you in relation to this website.

The term “Lumisphere Products Ltd ” or “us” or “we” refers to the owner of the website. The term “you” refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offence.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.