

Privacy Policy

Glide Media Ltd is committed to keeping customer information confidential and used solely for the purpose of serving you better.

We undertake the following measures to ensure a high level of privacy for our customers. When using or ordering through the promo-direct website you are dealing with Glide Media Ltd.

In order for us to provide the best possible level of service, we need to gather certain information. When you set up an Internet account on the promo direct website, we will ask you for some relevant information, including:

Your name
Email address
Delivery address
Phone number(s)
Fax number(s)

This information allows us to deliver orders and correspond with you separately. The information you provide will be kept confidential and used to support your customer relationship with Glide Media. It will help us to maintain your account and alert you to new leaflets, special offers and services, which are suited to you as they become available. Such uses may be special offers in promotional emails and on our website.

Accuracy and Updating Information

We endeavour to keep our information accurate and up to date. Once you have registered online with promo-direct you can check the information we store for your account by visiting our website and logging-in. Then access the "My Account" tab at the top of the page to display your account information. You can amend any inaccuracies through this facility. Alternatively, you can email us at customerservices@glidemedia.co.uk requesting that we update, modify or delete your account information.

Website Tracking

Like most websites, we use cookies and other internal tracking methods to track the way our website is used by our customers so we understand better how to make the service faster and more user friendly. The information we gather is analysed either in the aggregate or at a customer level, where we feel that the data we collect will help to enhance your purchasing experience.

Sharing Information

We **do not** share personally identifiable data with any other companies. We may provide such aggregate statistics about our sales, traffic patterns, and related website information to trustworthy third parties, but these statistics will include no personally identifying information.

In order to provide you with a service or fulfil an order you have requested, we may share personally identifiable data with our agents (such as distributors and delivery companies).

Email Newsletters or reminders

As part of our customer service offering we provide a regular email newsletter service. This service brings to you details of monthly delivery schedules as a reminder, as well as information on new titles.

If you wish to opt-out of this service, please access the "My Account" tab online. You can subscribe again at any time by following the procedure above.

If you have any questions please email customerservices@glidemedia.co.uk

What Are Cookies?

Cookies assign a unique identification to your computer and store the details on your hard drive via a facility in your web browser. The cookie does not contain any personally identifying information but does permit our website to recognize you each time you return to the promo-direct website. On arrival your cookie then 'handshakes' with our system, which identifies you and makes it faster for you to log in. If you do not want to use "cookies", most Internet browser programs will permit you to turn them off. Should you do this, you will still be able to access our website as normal.