

Anvil Mobile Limited Privacy Policy

Registered under the Data Protection Act - number Z2022335

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998).

We collect information about you for 2 reasons: firstly, to process your order and second, to provide you with the best possible service. We will email you in the future only in relation to your order, your usage of our services, or changes in our service which affect you.

The type of information we will collect about you includes: your name address phone number email address and information that is relevant to our billing procedures. We will never collect sensitive information about you without your explicit consent. The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly. The personal information which we hold will be held securely in accordance with our internal security policy and the law. If you have any questions/comments about privacy, you should email us at admin@anvilmobile.co.uk

The security of sensitive data sent via voice, SMS, fax or email is of prime importance and is protected by our providers high level and holistic approach to data security and as such will never be released to any third party other than to the beneficiary of a Court Order as part of a criminal investigation. Please contact us for more information.

Complaints Procedure

If you have any complaints relating to any aspect of the Anvil Mobile Ltd service, please email admin@anvilmobile.co.uk Please state clearly the nature of the complaint or suggestion (eg. Billing, support, setup time). We will acknowledge your complaint within 5 working days and issue a tracking number. We will use the tracking number in all future communications. You will also be assigned a contact name who will be responsible for keeping you informed of the progress of any complaint. Once Anvil Mobile Ltd offer a resolution to your complaint, you may decide whether or not it is acceptable. In such cases, we will endeavour to offer reasonable alternative solutions.