

Arrow Diamond Tooling LTD Privacy Policy

Effective Date: 7 August 2026

Privacy Policy

Arrow Diamond Tooling Ltd is committed to protecting your privacy and handling your personal information responsibly in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website or purchase our products.

Who We Are

Arrow Diamond Tooling Ltd

If you have any questions regarding this Privacy Policy or your personal data, please contact us using the contact details provided on our website.

Information We Collect

We may collect the following information:

- Name
- Company name
- Postal address
- Email address
- Telephone number
- Billing and delivery addresses
- Order history
- Payment information (payments are processed securely by our payment providers and we do not store full payment card details)
- IP address
- Browser type and device information
- Website usage information collected through cookies

How We Use Your Information

We use your information to:

- Process and deliver your orders
- Respond to enquiries
- Provide customer support
- Manage your account
- Process refunds and returns
- Improve our website and services
- Comply with legal and tax obligations
- Prevent fraud and protect our business
- Send marketing communications where you have agreed to receive them

Legal Basis for Processing

We process your personal information under one or more of the following lawful bases:

- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests
- Your consent (where required)

Payment Processing

Payments made through our website are processed by secure third-party payment providers. We do not store your complete payment card details.

Cookies

Our website uses cookies to improve your browsing experience and help us understand how visitors use the site.

Cookies may be used to:

- Remember your preferences
- Keep your shopping basket active
- Analyse website traffic
- Improve website performance

You can control cookies through your browser settings.

Marketing

If you choose to receive marketing emails, we may send you information about new products, offers and company news.

You can unsubscribe at any time by clicking the unsubscribe link in our emails or contacting us directly.

Sharing Your Information

We only share your information where necessary, including with:

- Delivery companies
- Payment processors
- Website hosting providers
- Accountants and professional advisers
- Government authorities where legally required

We never sell your personal information to third parties.

Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including legal, accounting and tax requirements.

Keeping Your Information Secure

We use appropriate technical and organisational measures to protect your information from unauthorised access, loss, misuse or disclosure.

Your Rights

Under UK GDPR you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information where applicable
- Restrict processing
- Object to processing
- Request transfer of your data
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us.

Complaints

If you are unhappy with how we handle your personal information, you have the right to complain to the UK Information Commissioner's Office (ICO).

Third-Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices of those websites.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page with an updated effective date.

Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact Arrow Diamond Tooling Ltd using the contact details provided on our website.

Signed 

A Devereux CEO Arrow Diamond Tooling LTD

7th August 2026