



Sustainable
Savings

PRIVACY POLICY

Collection and management of your information

We collect and securely store information submitted to us via our website(s). It may pertain to sales, support, accounts, or any other query. This is information that you or your company has provided to us through the website's contact us form. Collected details also include communications via email, mail, fax or other modes such as mobile text message, and social networking websites.

If your contact details or personal information changes, or if you wish to cease communications or services with Pangolin Associates, you may update, delete or deactivate your identifiable information. To do so, contact us via email or post using the details above.

If you wish to change your information via telephone, we will ask you to verify your identity in order to protect your privacy and security.

Reasons to use your information

We may use your identifiable information for different purposes. For example:

- To answer your enquiries
- To provide additional information to you
- To notify you about relevant news, events or opportunities
- To improve our customer service
- To improve the information on our website and other marketing materials
- For market research

You may request to unsubscribe, or to be removed from our contact list at any time. Send this request in writing to the email or postal address above.

Links to another entity's website

The terms and conditions in our policy cover domains of Pangolin Associates only. Our policy excludes other entities and external websites, including those whose links may appear on a Pangolin Associates' web page.

Cookies

Occasionally we may use cookies. Cookies do not give us access to your computer or your identifiable information. We only access your identifiable information online when you have submitted it to us through our contact us form, or via the email link on our website.

Cookies tell us which information is most relevant for our customers. They give us website traffic statistics, such as the number of visitors and pages visited. You may decline cookies through your web browser. If declined you may not have full advantage of our website.

Occasionally we may use cookies for advertising purposes. Certain advertising platforms, such as Google AdWords, use them. These cookies do not collect your identifiable information. They expire in 30 days. [Read more about Google cookies and your privacy.](#)



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Third parties

We may use third parties to provide essential services for us, for example, to improve or maintain our website or systems. We may be required to share your details for these services. In such an event, all third parties are prohibited from further sharing or using your information for any other purpose than providing that service. We do not share your information with another entity for any unrelated or unknown reason.

Legal responsibilities

We may be required to provide your identifiable information as a legal responsibility. This may be a necessary action to protect Pangolin Associates' rights, or to comply with a legal proceeding.

Changes to our policy

We may make changes to this privacy policy. There may be events or improvements to our website, systems or services that require additions or modifications. We recommend you review this policy when visiting our website.