

Payment Protection

NOTE: AT PRESENT ANY MENTION OF PURCHASES BY CREDIT CARD USING THIS SITE MUST BE DISREGARDED AT PRESENT SINCE STORM CONTROLS DO NOT HAVE THIS FACILITY IN PLACE AS YET. THIS WILL BE REMEDIED IN DUE COURSE AND WE APOLOGISE FOR ANY INCONVENIENCE CAUSED BY THE ABSENCE OF THIS FACILITY AT THIS TIME.

Payments & Policies - Security and Privacy

- Is shopping online with Storm Controls safe?
- How do you protect my credit card details and personal information?
- How do you protect me against fraud?
- What information do you collect?
- What do you do with the information you collect?
- Tips for safe online shopping

Is shopping online with Storm Controls safe?

At Storm, we care about security and make every effort to ensure our transaction process is safe and that your personal information is secure.

We guarantee that every order you make on our website is safe. We use strict security precautions to make our website safe, including the use of a Secure Socket Layer (SSL) server. Any information you enter while you're using the secure server is encrypted before being transmitted, so it is virtually impossible for an outside party to access or intercept your information.

The latest versions of the most popular browsers, Internet Explorer, Netscape Navigator and Firefox support this secure connection. If for any reason this option has been disabled on your browser, you will not be able to transact or login until you reset these options. Find these options under 'control panel'; then 'security';.

How do you protect my credit card details and personal information?

We're verified by Protx. That means that our site uses industry-standard Secure Sockets Layer (SSL) technology to encrypt personal information, including your name, address and credit card details. In this way, information passed between your computer and us cannot be read in the unlikely event of someone intercepting it.

Other than when we process your original payment or process a refund for you, your credit card details are displayed in a truncated form with only the last 4 digits visible. Your receipt, for example, will only display a partial credit card number.

For your additional security and to protect your personal information we request that you re-enter your password each time you wish to view a page containing your personal details.

How do you protect me against fraud?

We use identity checking to protect you and detect and prevent fraud. As part of our security checks we may call you to verify your details and your identity.

Card transactions are authenticated on our behalf by Protx. This means that, for your own security, we try to ensure that only the owner of the card is able to use it. Protx will check against various public and private databases and retain a record of the check and your details that they may use to assist other companies with identity checking..

What information do you collect?

The information we collect via may include:

- Company details you give us and which are required to process your order. This includes name, address, email address etc.
- Information about how you browse or shop with us so we can improve our online service to you.

This data can include:

- your Internet protocol (IP) address
- log in and password details
- your browser type and version
- your purchase history
- session information and the click stream to, through and from our website
- your use of email updates, if you have chosen to receive emails from us

What do you do with the information you collect?

The details we collect help us:

- process your order, any application for finance or a mobile phone contract, maintain guarantee records and provide after sales service
- carry out security checks and check against credit reference agencies
- comply with legal requirements e.g. if you buy a TV, we are obliged to pass your details to the TV licensing authority

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of

personally identifiable customer information.

Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you or require you to enter your password to access areas of the site displaying sensitive personal information.

Tips for safe online shopping

• Protect your password by making it difficult to guess. Anyone who knows your password can access your account.