

## Company Details

Name: Black Bear Computers Ltd  
Registration No: 08542208  
VAT No: 164-4134-24  
Registered Address: 2 Norfolk Street, Lancaster, LA1 2BW  
Postal & Trading Address: As Above  
Telephone: 0871 464 0851  
Email: [info@blackbearcomputers.co.uk](mailto:info@blackbearcomputers.co.uk)  
Website: [www.blackbearcomputers.co.uk](http://www.blackbearcomputers.co.uk)  
Complaints: [richard.alford@blackbearcomputers.co.uk](mailto:richard.alford@blackbearcomputers.co.uk)

## Your rights

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us, our contact details are given above.

### 1. Privacy

Black Bear Computers Ltd is committed to respecting and protecting the privacy of visitors to our web sites as well as the privacy of our actual customers, affiliates, subscribers and registered resellers. For visitors, we've structured our web sites so that, in general, you can visit us on the web without identifying yourself or revealing any personal information. For customers, affiliates, subscribers and registered resellers, once you choose to provide us personally identifiable information (any information by which you can be identified), you can be assured that it will only be used to support your relationship with Black Bear Computers Ltd.

### 2. The Information We Collect

Black Bear Computers Ltd may collect personally identifiable information from Users in a variety of ways, including through online forms for ordering products and services, and other instances where Users are invited to volunteer such information. Black Bear Computers Ltd may also collect information about how Users use our Web site, for example, by tracking the number of unique views received by the pages of the Web site or the domains from which Users originate. We may use "cookies" to track how Users use our Web site. A cookie is a piece of software that a Web server can store on the Users' PC and use to identify the User should they visit the Web site again. While not all of the information that we collect from Users is personally identifiable, it may be associated with personally identifiable information that Users provide us through our Web site. When you sign up for Black Bear Computers Ltd's services, you provide us with both contact and payment information. Contact information typically includes your name, address, and phone number. Payment information typically includes your credit card number. We may also track how you were referred to our web site. For example, which search engine you used or which advertisement you clicked on. While you are a Black Bear Computers Ltd customer, we manage information with regard to your account status, choice of services, and customer logs. In addition, we may

store customers' electronic mail and other communications as a necessary incident to the transmission and delivery of those communications.

### 3. How We Use Information

We use the contact information you provide us to establish our service for you. We use payment information for payment processing purposes only. We use tracking information to determine which means or advertising is most effective for us. We create and maintain other information such as customer account status, choice of services, and customer logs in the normal course of providing service. Black Bear Computers Ltd may provide you with information about products or services offered by third parties, which may be of interest to you or to enable you to take advantage of special partner programs. Black Bear Computers Ltd may also use customer information to provide customers with system information or information about new or upgraded products.

### 4. Disclosure Of Information

Black Bear Computers Ltd may disclose information collected from Users to trusted affiliates, independent contractors and business partners who will use the information for the purposes outlined above. We may also disclose aggregate, anonymous data based on information collected from Users to investors and potential partners. Finally, we may transfer information collected from Users in connection with a sale of Black Bear Computers Ltd's business. We will not otherwise disclose customer personal and account information unless we have reason to believe that disclosing such information is necessary to identify, make contact with, or bring legal action against someone who may be causing harm or interfering with the rights or property of, Black Bear Computers Ltd our customers, or others, or where Black Bear Computers Ltd has a good faith belief that the law requires such disclosure.

### 5. Maintenance Of Information

Information about Users that is maintained on our systems is protected using industry standard security measures. However, we cannot guarantee that the information submitted to, maintained on, or transmitted from our systems will be completely secure.

WEBSITE TERMS AND CONDITIONS For [www.blackbearcomputers.co.uk](http://www.blackbearcomputers.co.uk)

These terms of use govern your use of our site. Please read these terms in full before you use this Website. If you do not accept these terms of use, please do not use this Website. Your continued use of this site confirms your acceptance of these terms.

### WEB SITE ACCESS

It is not necessary to register with us in order to use most parts of this Website. [However, particular areas of this Website may only be accessible only if you have registered.]

## USE OF WEBSITE

This Website may be used for your own private purposes and in accordance with these terms of use.

You may print and download material from this Website provided that you do not modify or reproduce any content without our prior written consent.

## SITE UPTIME

All reasonable measures are taken by us to ensure that this Website is operational all day, every day. However, occasionally technical issues may result in some downtime and accordingly we will not be liable if this website is unavailable at any time.

Where possible we always try to give advance warning of maintenance issues that may result in Website down time but we shall not be obliged to provide such notice.

## VISITOR PROVIDED MATERIAL

Any material that a visitor to this Website sends or posts to this Website shall be considered non-proprietary and non confidential. We shall be entitled to copy, disclose, distribute or use for such other purpose as we deem appropriate all material provided to us, with the exception of personal information, the use of which is covered under our Privacy Policy.

When using this website you shall not post or send to or from this Website any material: for which you have not obtained all necessary consents;

that is discriminatory, obscene, pornographic, defamatory, liable to incite racial hatred, in breach of confidentiality or privacy, which may cause annoyance or inconvenience to others, which encourages or constitutes conduct that would be deemed a criminal offence, give rise to a civil liability, or otherwise is contrary to the law in the United Kingdom;

which is harmful in nature including, and without limitation, computer viruses, Trojan horses, corrupted data, or other potentially harmful software or data.

## LINKS TO AND FROM OTHER WEBSITES

Throughout this Website you may find links to third party websites. The provision of a link to such a website does not mean that we endorse that website. If you visit any website via a link on this Website you do so at your own risk.

Any party wishing to link to this website is entitled to do so provided that the conditions below are observed:

you do not seek to imply that we are endorsing the services or products of another party unless this has been agreed with us in writing;

you do not misrepresent your relationship with this website; and

the website from which you link to this Website does not contain offensive or otherwise controversial content or, content that infringes any intellectual property rights or other rights of a third party.

## DISCLAIMER

Whilst we do take all reasonable steps to make sure that the information on this website is up to date and accurate at all times we do not guarantee that all material is accurate and ,or up to date.

All material contained on this Website is provided without any or warranty of any kind. You use the material on this Website at your own discretion.

## EXCLUSION OF LIABILITY

We do not accept liability for any loss or damage that you suffer as a result of using this Website.

Nothing in these Terms of Use shall exclude or limit liability for death or personal injury caused by negligence which cannot be excluded or under the law of the United Kingdom.

## LAW AND JURISDICTION

These terms of use are governed by English law. Any dispute arising in connection with these terms of use shall be subject to the exclusive jurisdiction of the Courts of England.

## COMPLAINTS

If you have an issue you would like to discuss, please speak to member of staff in the shop or on the phone. If they are not able to solve your issue and you wish to make a formal complaint the following procedure must be followed

Complaints must be made in writing to Richard Alford, Black Bear Computers, 2 Norfolk Street, Lancaster, LA1 2BW. We will respond within 14 days with our resolution.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website:

<http://www.disputeresolutionombudsman.org/membership/whichtrustedtraders/>