Privacy Policy

V1.2 November 2026

H Bell & Sons (Rochdale) Limited, Company Number: 01557160

Thank you for visiting H Bell & Sons Ltd.

H Bell & Sons (Rochdale) Limited and their affiliates and sub-contractors (referred to as H BELL & SONS LTD, H Bell & Sons Ltd, H Bell & Sons, H Bells, Company, "we", "our" or "us") are committed to maintaining the trust and confidence of our visitors. This Privacy Policy explains who we are, how we collect, share and use personal information about you, and how you can exercise your privacy rights.

If you have any questions or concerns about our use of your personal information, then please contact us using the contact details provided at the bottom of this Privacy Policy.

This Privacy Policy applies to our websites as well as any other sites or applications owned or operated by us (each a "Site"). The Sites include our websites, any web pages, interactive features, applications, our website blogs, social media pages or other online, mobile or wireless offerings that post a link to this website and therefore our Privacy Policy whether accessed via computer, mobile device or other technology or means.

Collection of your personal Information

The personal information that we may collect about you falls broadly into three categories.

Information that you provided voluntarily

When you subscribe, consult our customer service team, send us an email, enter our competitions, comment on our posts or communicate with us in any other way you are voluntarily giving us information that we collect. That information may include your name, physical address, email address, IP address, phone number, as well as details which may include gender, occupation, location, purchase history and other demographic information. By giving us this information, you consent to this information being collected, used, disclosed and transferred so that it may be stored by us or our service providers in accordance with data protection regulations.

We use this information in the following ways:

- to maintain your account or profile with us;
- to respond to correspondence and enquiries that you send us;
- to gather information needed to provide customer service and advice on our services;
- to enable us to send you tailored information on our market and our services that might be of interest to you;
- to advise you of/or invite you to events and promotions that relate to our services and brand;
- to promote our brand to you;
- to fulfil your work relationship with us;
- to send you alert messages in the event of changes to our company policies or procedures;
- to ensure compliance with our Terms and Conditions, this Privacy Policy or other corporate policies;

- to provide suggestions to you on services or information you might be interested in;
- to send you content generated by us or our partners related to our brand values and promotion of our services;
- to meet legal requirements or provide information to representatives and advisors to assist us with compliance or in the event of legal proceedings.

We don't rent or trade email information with other organisations and businesses.

We may use a third-party provider to deliver content to our subscribers. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our subscriber email.

You can request that your details are removed from our email lists, by emailing our Privacy Officer using info@hbells.co.uk and the subject line "Unsubscribe request". We reserve the right to select and/or change our third party email provider at any time. Where a third party email delivery system is used, we will maintain your ability to easily unsubscribe from our general emails.

Information that we collect automatically

When you visit one of our Sites, we may automatically collect information about your visit. That information may include your IP address, your operating system, your browser ID, language, your browsing activity and other information about how you interacted with our Sites. We may collect this information as part of log files as well as through the use of cookies or other tracking technologies.

When someone visits https://www.hbells.co.uk we use third party services, such as Google Analytics and others, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Collecting this information enables us to better understand the visitors who come to our Site and the users of our services, where they come from, and what content on our Site is of interest to them.

We use this information in the following ways:

- for analytics purposes;
- to improve quality and relevance to our users of our Sites and services;
- to develop and update our Sites;
- for customer service purposes; and
- to send you tailored information relevant to your location and interests.

Information that we obtain from third party sources

On occasion we may obtain information about you from third party sources, such as public databases, social media platforms, third party providers and our joint marketing partners. We take steps to ensure those parties have your consent or are legally permitted to disclose that information to us.

The type of information we receive from these third party sources may include demographic information, device information including IP addresses, location and online activity.

How we use this information:

We may use this information alone or together with personal information to enhance our ability to provide relevant marketing and content to you and to develop and provide you with more relevant content.

Sharing of your personal information

There may be some instances where we may disclose your personal information to other parties.

- Service Providers

Sometimes we will share your information with third party service providers who assist in fulfilling a service on our behalf including but not limited to processing transactions, hosting services, data processing, advertising or content providers. Those companies will be permitted to obtain only the personal information they need to deliver the service.

- Legal Requirement

Where we are required to disclose information to competent law enforcement bodies, regulatory, government agencies, court or other third parties.

- Potential buyers

- Any other person with your consent to the disclosure.

All third parties we work with are required to only use your personal information in a manner consistent with this Privacy Policy.

A list of our current service providers is available by contacting our Privacy Officer at info@hbells.co.uk using the subject line "Privacy enquiry – Service providers".

Please be aware that if you disclose personal information on any publicly-available website message boards or chat areas, that information may be collected and used by third parties without our knowledge and may result in unsolicited communications from third parties. Such activities are beyond the control of H Bell & Sons Ltd.

Legal basis for processing personal information

Our legal basis for collecting and using the personal information described above will depend upon the personal information concerned and the specific context in which we collect it.

Generally, we will only collect personal information from you where we have your consent to do so, where we need the personal information to perform a contract with you or where we have a legal obligation to do so.

Our websites are not intended for children and we do not knowingly collect data relating to children.

If you have any questions regarding the legal basis on which we collect and use your personal information, please contact our Privacy Officer at info@hbells.co.uk using the subject line "Use of Personal Information Enquiry"

Transfer of Data

Your personal information may be transferred to and processed in countries other than the country in which you are resident. These countries have different laws.

We use known and trusted third parties to process and store our data. Our servers are located in various countries which may be located outside of the jurisdiction in which the data was collected. This means that when we collect your personal information we may transfer it to or process it in any of the countries in which we do business. Our core systems are based in the UK and protected by secure password protocols.

Our third party service providers, subcontractors, content providers and partners with whom we may share personal information as described in this Privacy Policy may be located in and transfer personal information to various jurisdictions around the world. We have endeavoured to take appropriate action and safeguards to require that your personal information will remain protected in accordance with this Privacy Policy.

Accuracy and Retention of Data

We do our best to keep your data accurate, to the extent that you provide us with the information we need to do so. If your data changes then you are responsible for letting us know.

We retain personal information we collect from you for as long as there is a legitimate business need to do so. When we have no ongoing need to process your data we will follow guidance to either delete or anonymise your personal information from the relevant systems.

Updates to this Privacy Policy

We may change this Privacy Policy from time to time in response to changing legal, technical or business developments. When we update our Privacy Policy the updated version will be posted on our website and those changes will become effective immediately. We may take appropriate measures to inform you, consistent with the significance of the changes we make. We encourage you to review this Privacy Policy often to stay informed of any changes that may affect you.

Your Rights and Accessing Your Personal Information

Your rights include the right to access, correct, update or request deletion of your personal information. You also have the right to withdraw the consent you have provided to us. Should you wish to exercise these rights please contact our Privacy Officer at info@hbells.co.uk

You have the right to opt-out of marketing communications at any time. You can exercise this right by clicking on the "unsubscribe" link where it appears in any of our emails or by contacting us as set out in this Privacy Policy.

Contacting Us About Data Privacy

We take your privacy seriously.

If you have any questions or concerns about our collection, use or storage of your personal information, please contact our Privacy Officer at the email address below.

E-mail: info@hbells.co.uk Subject line: “Use of Personal Information Enquiry”

Our Policies

Copies of our policies can be requested by emailing info@hbells.co.uk with the subject “Policy request”. Please state which policy / policies you are requesting.