

General

Quarch stores minimal information on our customers, mainly using industry standard services such as Google Apps and MailChimp. If you have any questions, or would like to correct any information, please email support@quarch.com

Website Accounts

If you log in on our website site, or otherwise enter your details; we will hold your name, email address, company name and list of any product you have tagged. We use this information to allow secure login to the download site. We may also use email to contact you directly if we can see you have a clear interest in a particular product.

As with all modern sites, we use cookies to track users and to remember who you are, so you don't have to log in again for every file download. You can block this within your browser if you wish, though some features on the site may not work fully.

You may edit your details or cancel your account at any time via the site.

You can also contact support@quarch.com at any time if you have problems or questions

Newsletter

If you are signed up to receive our Technical Updates, we will continue to send them to you. You can remove yourself from the list at any time using the subscribe checkbox in your account settings. We use Analytics to track which recipients follow links to our website. We may use this information to contact you directly if you show particular interest in a product.

You can also contact enquiries@quarch.com if you wish us to remove you from the newsletter mailing list.

Advertising

We use standard google-analytics and google-remarketing scripts on our webpage. This allows us to see how users find our site, and to target adverts towards people who have shown a genuine interest in our products.

You can opt out of our targeted google ads by altering your browser privacy settings, or changing your settings with google at: <https://www.google.com/ads/preferences>

Online Sales

We normally accept orders by PO, with payments taken through BACS. If you require to pay by credit card, we can supply this facility through PayPal. We will not hold any of your credit card details after the payment has been made.