

Privacy and Security

1. Security and data protection

We value your trust and thus make every effort and use the highest security standards to ensure that we protect your personal data from unauthorised access.

Your order, personal data and your credit card details are protected by technical security systems and an additional authorisation process - both when transferring data and saving data on our servers.

2. Use of your data

When handling your data, the need to protect your interests as required by law will always be taken into account. We will process your personal data for the purposes of fulfilling our contract with you, and also for the cultivation of client relations, and in this context we may also, if necessary, communicate them to third parties, e.g. suppliers or market research agencies. For credit assessment purposes, data will be exchanged with the relevant service provider if required.

We may also share your information with our partners. We or they may contact you by mail for marketing purposes. If you do not wish to be contacted for marketing purposes, please tell us.

3. Our technical standards

For transferring data we use the so-called SSL (Secure Socket Layer) security system together with a 256-bit encryption. This technology offers the best possible security and is thus used by banks, for example, to protect online banking data. You will know if a site uses encrypted data transmission by the closed key or padlock symbol on the bottom status bar of your browser.

4. Security of payment transactions

Payment by card is completely safe due to the above-mentioned security standards.

By asking our customers to enter their card security code in the "Method of payment" section, we make ordering even safer. You can find the three-digit code in the signature strip on the back of your credit or debit card.

5. View, edit or delete personal data

You can view, edit and delete your data at any time - simply by entering your eMail address and password in "My account".

In addition, we offer a special service in case you forget your password: At the bottom left of this page you will find the link "Forgotten your password?". We will send you a provisional password to your eMail address immediately.

For security reasons you can only use the provisional password generated by the database once. Please change your provisional password immediately by entering a password of your choice in your personal account (see "Change my password").

As only you or persons authorised by you have access to your eMail account, your provisional password is safeguarded against unauthorised access.

Please note: you should not entrust a third party with your log-in information and use the SSL encryption when ordering whenever it is available.

Please note: you should not entrust your password to third parties. You should always log out after using your personal account, and when ordering, you should use the SSL encryption whenever it is available.

6. Use of Cookies

Cookies are small files that are used as identifiers. We transfer these onto your computer's hard drive via your Web browser, and are able to read them while you visit the Tchibo site and during subsequent visits. Working in conjunction with your browser's safety levels, our cookies are protected to prevent them being read by third parties. Our short-term cookies ("session cookies") are unencrypted, but with more permanent cookies we use pseudonymisation to protect your data. Cookies allow our systems to recognise your browser - limiting the number of times we show you ads for special offers, for example. Our aim is to avoid showing you more ads than necessary, and to make sure what we offer you matches your interests and preferences.

The help function in the menu bar of most Web browsers explains how you can prevent your browser from accepting new cookies, as well as how you can ensure that your browser informs you whenever you receive a new cookie, or how you can disable all the cookies you have received. However, we recommend you leave the cookie functions fully activated, as we can only control our advertising pop-ups properly with cookies.

Any information we receive with the aid of cookies is used solely to adapt our services to suit our customers' requirements as well as possible, and to make using our website as pleasant for you as possible.

7. Use of pixel tags

Customer information is very important to us as it helps us to optimise our Internet site continuously. For this reason, we use so-called pixel tags (small images) in our website. When a page is opened, a server on the Internet loads the pixel tag and registers it, along with the IP address you use and your cookie ID (if any). This allows us to see which of our pages were visited by our customers, and which transactions took place. Thus pixel tags help us to get to know our customers better and to keep improving the shopping experience at Tchibo.

We also use this information for the targeted placement of our Internet ads on advertising websites, which is why we share our pixel tag information with individual, trustworthy partner companies.

If you prefer not to have a personalised profile built up automatically, you can refuse this in writing at any time. We would continue to send you cookies (in this case, to exclude you from the profiling), but your personal details would no longer be used by us to create a profile.

8. Use of personalised links in the newsletter.

We may use our newsletter to send you personalised images (in the HTML version) and links. When you subscribe to our newsletter, you agree that when your eMail programme automatically calls up images, or when you click on a link, we may automatically draw conclusions about which elements in our newsletter are of particular interest to you. These appraisals can help us to learn about you and thus to provide you with the kind of offers that appeal to you. Naturally, such appraisals are used solely in order to improve the offers we make to you, and we do not pass the information on to third parties.

If you do not wish us to do so, our newsletter is also available in a pure text format - in which case an appraisal only takes place when a personalised link is clicked on. At the end of each newsletter you will find a link that allows you to change format simply and easily.

If you prefer not to have a personalised profile built up automatically, you can refuse this in writing at any time.

9. Safe and secure shopping

The safe shopping we provide goes beyond data security. You can also rely on the quality of our TCM products and our service.

The strict conditions that we impose on our suppliers and extensive quality checks guarantee quality products at Tchibo. These are passed on to you by way of extensive guarantees. If you are not satisfied with the delivered goods, you have the right to exchange or return them within 14 days. For further information about your right to return goods, please see our legally required information.

10. The Tchibo guarantee

Almost all electrical, electronic and optical appliances, as well as technical and mechanical hardware, are covered by a 3-year guarantee. For all other products please see the guarantee length stated.

Should you need to make the guarantee operative, please see the delivery documents for the correct contact partner. If you do not have these details to hand, or in the case of technical goods, please contact our service centre:

eMail: service@mail.tchibo.co.uk

Tel.: 08701 62 52 42 (national rate)

Address:

Tchibo Home Shopping Service

PO Box 1000

Liverpool

L69 3UE