

Privacy Policy

What are cookies?

Cookies are small text files that are stored on your PC, phone or other web enabled device when you visit the Star website. They are not harmful and do not contain any confidential information such as your home address, date of birth or credit card details. Cookies are an essential part of how our site works. Some of these cookies are required by our site to enable you to transact whilst other cookies enable us to give you an enhanced, personalised web experience. By using our site, you also consent to the use of these cookies.

Cookies Are Used On Our Site For The Following Reasons:

To allow you to securely sign in to your Star Zone Account, so that you can use "My Account" features such as order information, making payments and viewing statements.

To store the content of your online shopping bag whilst you browse the site and to complete an order.

To record the areas of the website that you have visited, products you have viewed and time spent browsing, as well as the products you purchased. Star uses this information to help make the website more user friendly, develop our site design and to continuously improve the quality of the service we provide.

To distribute visitors to our site evenly across platforms to ensure the content is served at the fastest possible speed.

We also offer you the facility to share your experience on our site through social sites such as facebook, instagram and twitter. By using these features, you are also consenting to allow cookies from these providers. More information about how these providers use cookies can be found at their website

SECURITY

Star Zone takes online security very seriously and use registered secure site.

How Do We Protect Your Information?

We use a server certificate (also known as a digital certificate) to assure you of our identity and secure sockets layer (SSL) to encrypt data transmissions.

The security measures described above ensure that all reasonable steps are taken to protect your personal information. However, the nature of the Internet means that an absolute guarantee of security cannot be offered, and you should be aware that there may be a small security risk in exceptional circumstances when disclosing information online.

Privacy

Star have published this guide to help you understand how and why Star collect information from you, to whom such information is disclosed and what your rights are. You can access our Website home page and browse our site without disclosing your personal data. However, when you register with Star you will be asked to provide certain information about yourself.

What Information Do We Collect And How Do We Obtain It?

We receive information in one of two ways either directly from you when you register with us or from a third party such as banks.

If you register with us you will be asked to provide certain information such as your name, address, details of your credit card (only if you are paying by credit card), telephone number and email address so that we can process and fulfil your order, notify you of your order status and inform you of special offers and promotions.

How Do We Use Your Information?

We use the information that we collect about you to:

- Process your orders

- Manage your account.
- Monitor customer traffic patterns and site usage to help us develop and improve the design and layout of the site.
- Notify you about enhancement to our services, such as changes to the website, new services and special offers that may be of interest.

You agree that we may use personal information in order to conduct appropriate anti fraud checks. Personal information that you provide may be disclosed to a credit reference or fraud prevention agency, who may keep a record of that information. If you have given us permission to send you information about our products and services by telephone, email or in writing, Star will do so.

How Do We Use The Information We Collect?

We use information about you for purposes other than the provision of a website shopping facility. As a result we may disclose your information to:

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We may use the information we collect from you and use it to improve and personalize our services, content and advertising.

If you do not want your name and mailing details made available, or no longer choose to receive a Star catalog or wish to alert us to duplicate mailings, please call us on our helpline number or email marketing@star.co.ke . Star is committed to respecting your privacy.

Monitoring Communications

As part of our efforts to make further improvements to the service we provide to our customers, telephone calls to and from Star may be recorded or monitored and used for training purposes. To protect the operation of our computer systems we monitor incoming and out going email.

Changes To The Privacy Policy

We keep our privacy policy under regular review and we will place any updates in this webpage.

Contact Us

If you have any questions relating to this policy or the use by Star of personal data please write to the -----, quoting Security and Privacy Enquiry.

