

The Calls Warehouse

Website Terms of Use

1. About these terms

These Website Terms of Use explain the terms on which visitors may access and use the The Calls Warehouse website. They apply to browsing the website, reading information, using enquiry forms, downloading documents and following links from the website.

These Website Terms are separate from any customer contract, order form, service agreement, service schedule or supplier-specific terms that may apply if you buy services from us.

2. Who we are

The website is operated by The Calls Warehouse. In this document, “we”, “us” and “our” refer to The Calls Warehouse.

Contact details:

- Email: accountmanagers@thecallswarehouse.com
- Telephone: 0800 470 0144
- Address: The Junction, Merchants Quay, Salford Quays, Manchester, M50 3SG
- Company number: [confirm before publication]

3. Using the website

You may use the website for lawful business and information purposes only. You must not misuse the website, attempt to gain unauthorised access to it, introduce malware, scrape content at scale, interfere with website operation, or use the website in a way that could damage The Calls Warehouse or any third party.

4. Website information

We aim to keep website content clear, accurate and up to date. However, information on the website is provided for general guidance only and does not itself create a binding offer unless stated otherwise in writing. Product availability, pricing, speeds, coverage, service features and timescales may depend on location, supplier availability, credit checks, survey results, network checks, order acceptance and contract terms.

Telecoms and connectivity information changes over time. We may update, amend or remove website content without notice.

5. No professional advice

Website content is not legal, financial, technical or regulatory advice. If you require advice for a specific business decision, you should ask us for a tailored recommendation or seek independent professional advice where appropriate.

6. Enquiries, forms and Health Check requests

If you submit an enquiry, request a callback, complete a Telecom Health Check or send information through the website, you confirm that the information you provide is accurate and that you have authority to provide it on behalf of your organisation. We will handle personal information in line with our Privacy Policy and any applicable data notice.

7. Intellectual property

The website design, text, graphics, branding, documents, blog content, layouts and other materials are owned by or licensed to The Calls Warehouse unless stated otherwise. You may view, download and print content for your own internal business use, but you must not copy, reproduce, sell, publish, exploit or adapt it for commercial use without our written permission.

8. Links to other websites

The website may include links to third-party websites, supplier resources, regulatory pages or external tools. We are not responsible for third-party websites, their content, availability, security or privacy practices.

9. Website availability and security

We do not guarantee that the website will always be available, uninterrupted, secure or error-free. We may suspend or restrict access for maintenance, security, operational or business reasons.

10. Liability for website use

Nothing in these Website Terms excludes or limits liability where it would be unlawful to do so. Subject to that, we are not responsible for business loss, loss of profit, loss of revenue, loss of anticipated savings, loss of data, loss of goodwill or indirect/consequential loss arising from use of, or inability to use, the website.

11. Changes to these Website Terms

We may update these Website Terms from time to time. The version published on the website will apply when you access the website.

12. Governing law

These Website Terms are governed by the laws of England and Wales, unless mandatory law provides otherwise.

Cookie Policy

1. About this Cookie Policy

This Cookie Policy explains how The Calls Warehouse website uses cookies and similar technologies. Cookies are small files or storage technologies placed on or accessed from your device when you use a website.

2. Types of cookies we may use

Cookie type	Purpose	Control
Essential cookies	Required for website operation, security, page loading, forms, cookie preferences and basic functionality.	These are usually necessary and cannot be switched off through the website without affecting operation.
Analytics cookies	Help us understand how visitors use the website, which pages are visited and how the site performs.	Used only where appropriate consent or settings allow.
Marketing cookies	May help measure campaigns, personalise content or support remarketing.	Used only where appropriate consent is obtained.
Third-party cookies	May be set by embedded tools, forms, maps, video, analytics, advertising or supplier integrations.	Subject to the third party's own privacy/cookie information as well as our settings.

3. Consent and control

Where cookies or similar technologies are not essential, we will seek consent where required. You can usually manage cookie preferences through the website cookie banner/settings and through your browser settings.

If you disable cookies, some parts of the website may not work properly.

4. Cookies used on this website

Tool / provider	Cookie or technology	Purpose	Duration	Essential?
Wix	XSRF-TOKEN, hs, svSession, SSR-caching, bSession	Website operation, security and functionality	Session – 12 months (varies by cookie)	Yes (most are essential)
FLG form	FLG embedded form script / FLG tracking cookies (if any)	Lead/enquiry form operation	Various	Usually Yes
Google Analytics or similar	_ga, _ga_XXXXXXXXXX, _gid (if used)	Website analytics	24 hours – 2 years	No
Marketing pixels	Meta Pixel (_fbp), LinkedIn Insight Tag, Google Ads (_gcl_a) (if used)	Campaign measurement/remarketing	90 days – 13 months (varies)	No

5. Updates

We may update this Cookie Policy when website tools, cookies or legal requirements change.