

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Exertis (UK) Ltd, Shorten Brook Way, Altham Business Park, Altham, Accrington, BB5 5YJ.

Information we may collect from you

- We may collect and process the following data about you:
- information that you provide by filling in forms on Our Site (Our Site)
- details of transactions you carry out through Our Site and of the fulfilment of your orders
- if you contact us, we may keep a record of that correspondence
- we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them
- details of your visits to Our Site and the resources that you access.

IP addresses and cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve Our Site and to deliver a better and more personalised service.

They enable us:

- to estimate our audience size and usage pattern
- to store information about your preferences, and so allow us to customise Our Site according to your individual interests
- to speed up your searches
- to recognise you when you return to Our Site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of Our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to Our Site

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (EEA). It may also be processed by staff operating outside the EEA who work for us or for one of our agents or suppliers. Such staff maybe engaged in, amongst other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of Our Site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to Our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Use made of the information

We use information held about you in the following ways:

- to carry out and to enable our third party agents and suppliers to carry out our obligations arising from any contracts entered into between you and us (such as the purchase of a product)
- to process and to enable our third party agents and suppliers to process payments made by credit/debit card, including validation of your personal data against third party databases (for example credit reference agencies) to guard against fraud. Your data will not be used for credit checks and your credit rating will not be affected

- to ensure that content from Our Site is presented in the most effective manner for you and for your computer
- to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes
- to allow you to participate in interactive features of our service, when you choose to do so.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you and we or they may contact you about these by post or telephone.

If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.

If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by ticking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at webteam@exertis.co.uk.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to our Privacy Policy

Any changes we may make to our Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to webteam@exertis.co.uk.