

Date Reviewed - 6th December 2018

Ref: PL/0011/ST

Privacy Policy

TA&WT UK Ltd is committed to protecting the company's employees, properties, information, reputation and customer's assets from potential threats. An IT Security Policy is needed to help satisfy and deliver on this commitment safeguarding both the company and customer's ability to operate safely, reliably and without catastrophic interruption or significant risk

Your **privacy** is important to us. This Privacy Policy is where we explain to you what personal information is collected when you visit our site and purchase goods and services from us. This policy also explains how your personal information is collected, how we may use that information, where we store it, how long we store it for, and how we protect it. We will also explain your rights in relation to your personal information.

Please read the following carefully to understand our views and practices regarding your personal information and how we may collect it and treat it.

For convenience, we have divided our data protection policies into three separate pages:

- 1. Our **Privacy Policy**
This policy explains generally how we collect, use, store, and protect your personal information.
- 2. Our **Cookie Policy**
Our Cookie Policy is available and explains more about how we may collect personal information about you via cookies (it also explains what cookies are).
- 3. Our **Retention Policy**
You can find out how long we may hold onto your personal information.

If you have any questions please do not hesitate to contact us at enquiries@thamesairandwatertech.com or, if you prefer to call or write to us, then you can find our contact details at the bottom of this page.

WHO WE ARE

We are TA&WT UK Ltd. We are registered in England & Wales as a limited liability company. Our **registered number is 09667354** and our registered office is at **24 Oakwood, Flackwell Heath, High Wycombe, Buckinghamshire, HP10 9DW.**

WHAT THIS PRIVACY POLICY GOVERNS

This **Privacy Policy** applies to our site, www.thamesairandwatertech.com, and any goods and services that we may provide to you through our site or any of our businesses (we'll just call these "our services" for short). In the context of this **Privacy Policy** "personal information" means information which, on its own or in combination with other information, can be used to identify you, in particular by reference to an identifier such as your name, your address, or location data.

Provided that you consent to us collecting your personal information when you visit our site or purchase goods or services from us then this Privacy Policy will govern how we may use that personal information.

Because we are a business located in England & Wales the personal information that you give us or that we collect from you will be held under English data protection legislation (but we'll just refer to this as "the legislation").

The legislation requires that we tell you that we are a data controller for your personal information or, in other words, we determine the purposes for which and the manner in which any of your personal information are, or are to be, processed by us.

HOW YOU CONSENT TO US COLLECTING YOUR PERSONAL INFORMATION

You can consent to us collecting your personal information in two (2) different ways, either through our site or when you purchase goods and services from us.

Our website - When you visit our site you should see a pop-up at the bottom of your screen directing you to this **Privacy Policy** and our **Cookie Policy**.

By clicking or selecting the "I Agree" button that appears in the pop-up then you are demonstrating to us that you are freely giving us informed and specific consent for us to collect and process your personal information for the purposes specified in this **Privacy Policy** and you are accepting and consenting to the practices described.

If you do not see a pop-up at the bottom of your screen then you may have already accepted our **Privacy Policy** and our **Cookie Policy**. You may also be using a pop-up blocker or similar tools that may prevent this policy from being brought to your attention. Please ensure that any pop-up blockers are disabled when you use our site. We cannot be held liable to you if you use pop-up blocks or similar tools that prevent us from complying with our obligations under the legislation.

There is still some information that we may automatically collect about you – this normally isn't personal information but rather technical information sent by your device and used to connect your computer, tablet, or mobile device to the Internet, including your browser type and version, the time when you visit our site, your time zone setting, certain browser plug-in types and versions, operating system and platform. This type of information is sent by you to our site automatically and it isn't something that we can prevent. We only use this information to administer our site including troubleshooting, load testing, traffic throughput, data analysis, performance testing, and for anonymised research and statistics purposes that we only use internally.

Goods and Services - If you are one of our customers or our suppliers then, as part of the contractual arrangements between you and us, we will include a copy of this **Privacy Policy**. You will be required to read, understand, and accept the terms in this **Privacy Policy** before we can collect your personal information and before we can provide you with goods and services. It is important to understand that, as a business, we require certain pieces of personally identifiable information from you in order to provide you with goods and services, to protect our business, and to meet certain legal and contractual obligations.

We will only hold your personal information as detailed in our **Retention Policy**.

INFORMATION WE MAY COLLECT

If you consent to us collecting your personal information then we may process the following data about you:

Information you give to us:

You may give us personal information about you by filling in forms on our site, entering into a contract with us, completing various paper-based forms, and by corresponding with us by phone, e-mail or otherwise. This includes information you may provide to us when you register to use our site, receive goods and services from us, search our site, enter a competition, promotion or survey, and when you report a problem with our site.

The information you give us may include:

- Your name
- Address
- E-mail address
- Phone number
- IP address
- Financial and credit card information
- Personal description and
- Photographs and/or videos.

Information we collect about you

Our website - When you visit our site we may collect information about you, including which pages you have visited (including date and time) which services and pages you viewed or searched for, page response times, download errors, files downloaded, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from a page and any phone number used to call our customer service number.

The purpose of this information is to allow us to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, improving our site to ensure that content is presented in the most effective manner for you and for your computer, and as part of our efforts to keep our site safe and secure.

Goods and Services - If you are one of our customers or suppliers when we may collect information about you during the registration and negotiation process. We may also collect information about you as part our service offerings, for example, we may ask for details about recipients of goods. The purpose of this information is to allow us to protect you with the goods and services agreed in the contract between you and us or in accordance with any orders that you may have made with us. We use this information to fulfil our contractual obligations, to meet our own legal requirements as a business, and to better understand your business and how we can best serve your requirements.

Information we receive from other sources:

Data collected from any of the other businesses divisions that we operate, for example our Air or Water Divisions, may be shared internally and combined with data collected by our other businesses. We are also working closely with third parties (including, for example, sub-contractors in technical, payment and delivery services, analytics providers, search information providers, and credit reference agencies) and may receive information about you from them.

HOW WE MAY USE YOUR PERSONAL INFORMATION

When you give us your personal information then we may use it to:

- 1. Carry out our obligations from any contracts entered into between you and us and to provide you with information that you request from us.
- 2. Provide you with information about our goods and services.
- 3. Ensure that content from our site is presented in the most effective manner for you and for your computer.

If you provide us with your e-mail, telephone or mobile number then we may contact you by these electronic means (E-mail or SMS). However, we will not use your personal information for marketing purposes without your express consent.

If you do not wish to receive any information by electronic means then please get in touch with us either via E-mail or by Phone.

Marketing - If you opt-in to receive information about us then, depending on what personal information we hold about you, we may decide to contact you via:

- E-mail
- SMS
- Telephone or
- Post.

You may opt-in to receive general business or product information or we may ask you to opt-in on a case by case basis.

We will do our best to let you know what method or methods of communication we will use. Don't forget, you can always opt-out from receiving communications from us after you have opted-in or you can tell us that you only want to receive communications in a particular manner, or about a particular element of our business. Depending on the type of campaign we might give you the ability to select how you would like to be contacted but this might not always be possible due to technical issues.

If you opt-in to receive communication then we may need to pass your personal information to select third parties who are responsible for facilitating communication with you on our behalf. For example, we may need to pass some of your personal details if you wish to be contacted via SMS because we need to partner with a third party business to provide us with this ability.

The third parties that we use are as follows:

- **1. Google**
Purpose: Analytical Tracking
Information Passed: IP Address and Language
Find their Privacy policy
- **2. Lead Forensics**
Purpose: B2B Analytical Tracking
Information Passed: IP Address and Language
Find their Privacy policy
- **3. Mail Chimp**
Purpose: Email List Building
Information Passed: First Name, Last Name & Email Address
Find their Privacy policy
- **4. Complisoft**
Purpose: Business Communication
Information Passed: Name, Address, Email Address & Telephone Number
Find their Privacy policy

If you have opted-in to receive communications but that organisation is not listed above then this might be because we are using that organisation or service on a one-off basis – in which case, we will let you know. If you are unsure then please get in touch with us.

The purpose of opting into receiving communications from us is to help us better understand you, engage with you, share details about Thames Air & Water Tech UK Ltd, and to assist us in providing the types of communications that you wish to receive from us. We will not knowingly sell your personal information for marketing purposes or pass your personal information to third parties.

If you are receiving communications from us in error or you have opted-out then please get in touch with us and we apologise for any inconvenience caused.

DISCLOSURE OF YOUR INFORMATION

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries. The reason for this is that different parts of Thames Air & Water Tech UK Ltd are responsible for different functions within the business and we need to be able to freely pass your personal information within these various units for operational efficiency, quality of services, and consistency of delivery.

Although we may share your personal information within members of our group, this does not mean that we will use it for advertising or marketing purposes. Unless you opt-in to receive marketing communication we will not contact you unless it is necessary for us to get in touch with you. For example, we may need to get in touch with you if you asked us to provide you with further information about our products or services or if you ask us to provide you with a quote or a delivery update.

Please remember that our Cookies Policy covers matters such as using your personal information for analytics purposes when visiting our site.

In some cases we may disclose information about you with select third-parties:

- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you or providing you with services.
- Debt collection agencies where you have breached a condition of any contract entered between us and you.
- If we or substantially all of our assets are acquired by a third party, in which case personal information held by us about you may be one of the transferred assets.
- If we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce any agreements with you, or to protect our rights, property, or safety of our employees, or others.

WHERE WE STORE YOUR PERSONAL INFORMATION

The personal information that we collect from you will be stored within the United Kingdom and the European Economic Area. We may also store or transfer certain limited types of personal information outside of the European Economic Area where it is necessary for the purposes of fulfilling the terms of the contract between you and us or where you or your business may be located outside of the European Economic Area. Where we transfer your personal information outside of the EEA then we will ensure that we have provided appropriate safeguards and an adequate level of security for your personal information in order to protect you rights and freedoms.

All personal information you provide to us is stored on our secure servers. Any online payment transactions will be encrypted using Secure Socket Layer/Transport Layer technology. 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 information, we cannot guarantee the security of your data transmitted from our site and any transmission is at your own risk. Once we have received your personal information, we will use strict procedures and security features to try to prevent unauthorised access. We apply a 'Privacy by Design' approach to protecting your personal information in order to promote privacy and data protection compliance from the start.

YOUR RIGHTS

You have the right to ask us not to process your personal information or to restrict the purposes for which we may process your personal information. However, if you have an account with us or receive goods and services from us as part of a contract between you and us and you withdraw your consent then we reserve the right to suspend or terminate your access to parts of our site and to the receipt of goods and services from us. It is important to understand that, depending on your relationship with us, it may be necessary for us to hold personal information about you and your withdrawal of consent will no longer make it possible for us to provide you with goods and services. While we will do our best to respect your wishes, we will let you know if your withdrawal of consent will affect any arrangements that you may have with us.

You can also exercise your right at any time by contacting us. If you consented to us collecting and/or processing your personal information but you change your mind then you can get in touch with us about erasing the personal information we hold about you.

Please be aware that, even if we receive a request from you to delete your personal information, it may be that we cannot entirely remove all of your personal information. This is usually because we have a legitimate interest to hold onto some of that personal information, for example, if you have an ongoing contract with us, there are outstanding payments due by you to us, the personal information relates to a third-party such as a one of our suppliers, or we have a legal obligation to retain some or all of your personal information – but we'll let you know.

ACCESS TO INFORMATION

The legislation gives you the right to access a copy of the personal information that we hold about you. In order to request a copy you need to submit a request – details on how to get in touch can be found at the bottom of this page. However, please remember that certain types of data cannot be disclosed to you as part of your request. For example, we cannot disclose information to you which identifies another individual or information that may be subject to legal professional privilege. In many cases we may be required to redact some of the documentation that you receive in order to comply with the legislation.

Additionally, we can't just release your personal information to anyone. We can only release your personal information to you or an authorised third party who can demonstrate that you consented to have your personal information released – this is a legal requirement. Therefore, it is important for us to ensure that we confirm your identity before we can release any personal information. If you send us a request to provide you with a copy of your personal information then we may ask you to provide some identification. We may ask you to provide a copy of your current and valid passport and/or driving license plus a utility bill (that is no more than 3 months old) and has your current address. We may also ask you to obtain a solicitors or notary publics' confirmation of your identification.

All of this might sound very onerous but please understand that we have an obligation to protect your personal information and we need to be certain that it is being released to the right person.

WHAT IF I DO NOT CONSENT OR WITHDRAW CONSENT?

If you do not consent to us collecting your personal information then we cannot guarantee the full functionality of our site or the receipt of goods and services from us and cannot be held responsible or liable to you for any reduction or restriction in access to our site or any of our other services.

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

HOW LONG WILL YOU HOLD ONTO MY PERSONAL INFORMATION?

Depending on how you engage with us it may be necessary for us to store your personal information for shorter or longer periods of time. Either way, we will only store your personal information for a legitimate and lawful reason. You can find details on how long we may hold onto your personal information on our Retention Policy which can be found.

CHANGES TO OUR PRIVACY POLICY

We may need to change this **Privacy Policy** if it's necessary for legal reasons or to reflect changes to our site and services. In any case, the provisions of this **Privacy Policy** may be changed without prejudice to your rights. When we change our **Privacy Policy** we will make the updated **Privacy Policy** available on our site and we will also update the "**Last Updated**" date.

Once we change our **Privacy Policy**, it will become legally binding on you 30 days after we post it on our site. During that period you're welcome to contact us if you have questions about the changes.

If you don't agree with our changes to the **Privacy Policy** (regardless of whether you get in touch with us) then unfortunately we may need to restrict or limit your use of the parts of our site or the goods and services that require your personal information. We're sorry we have to say that, but we hope you'll appreciate that in order for certain parts of our site to function and in order for us to provide you with our goods and services we need to have everyone using our site and our services under the same rules instead of different people having different rules – that's why we encourage you to get in touch with us if you have queries.

CONTACT US

This **Privacy Policy** was prepared with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of your personal information. However, we are happy to provide additional information or explanation needed.

If you have any questions, comments or requests regarding our **Privacy Policy** then please do not hesitate to get in touch with us. To make things easier for both of us we would appreciate it if your queries were addressed to:

Privacy Office
Thames Air & Water Tech Ltd
24 Oakwood
Flackwell Heath
High Wycombe
Buckinghamshire
HP10 9DW
United Kingdom

- or Email: enquiries@thamesairandwatertech.com.
- or Telephone: +44 (0)800 410 1103

COMPLAINTS

If you are not satisfied with the way that we have handled any of your requests or queries relating to our use of your personal data then you can contact the Information Commissioner's Office at www.ico.org.uk. The Information Commissioner's Office is the statutory body responsible for overseeing data protection legislation and law in the United Kingdom.