

## **STRUCTeam Ltd Website Privacy Policy**

### **PRIVACY POLICY**

STRUCTeam Limited ("We") are committed to protecting and respecting your privacy.

This privacy policy (together with our terms of use and any other documents referred to on it) explains how we use any personal information we collect about you when you use this website and make contact with us via telephone and/or e-mail.

### **INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following information about you:

#### **Information you give us**

You may give us information about you by:

- Filling in forms on our site <http://www.structeam-ltd.com> ("our site");
- Corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, search for a product, participate in any discussion boards or other social media functions on our site, enter a competition, promotion or survey, use or access any subscription service, submit or provide any document, contribution or other information in the course of using our site or subscription services and when you report a problem with our site.

The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.

#### **Information we collect about you**

With regard to each of your visits to our site we may automatically collect the following information:

- Information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- About your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

#### **Information we receive from other sources**

We may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including, for example, business partners, subcontractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

### **HOW WE USE THE INFORMATION WE COLLECT ABOUT YOU**

We use information held about you in the following ways:

#### **Information you give us**

We will use this information to:

- Carry out our obligations arising from any contracts entered into between you and us, and to provide you with the information and services that you request from us;

- If you agree, to provide you with information about other services we offer that are similar to those that you have already purchased or enquired about;
- To notify you about changes to our services;
- To ensure that content from our site is presented in the most effective manner for you and your computer.

### **Information we collect about you**

We will use this information to:

- To manage and provide to you any of our services which you might subscribe for;
- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our site to ensure that content is presented in the most effective manner for you and your computer;
- To allow you to participate in interactive features of our site, if/when you choose to do so;
- As part of our efforts to keep our site safe and secure.

### **Information we receive from other sources**

We may combine this information with information that you give and information that we collect about you. We may use this information and the combined information, for the purposes set out above (depending on the types of information we receive).

### **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, as defined in section 1159 or the UK Companies Act 2006.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them, for you.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.
- Credit reference agencies for the purpose of assessing your credit score, where this is a condition of us entering into a contract with you.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- If STRUCTeam Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions for the supply of services and other agreements; or to protect the rights, property, or safety of STRUCTeam Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We will not share your information for marketing purposes with companies outside of our own.

### **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 suppliers. Such staff maybe engaged in, among 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 and General Data Protection Regulation (GDPR) 2018.

All information you provide to us is stored on our secure servers. Any payment related operations will be encrypted using appropriate security measures as we may determine from time to time. 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.

## **YOUR RIGHTS**

We will not send you information about products and services of ours unless you have opted in and consented to receive marketing information, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us at Old Riggers Loft, Marina Walk, Cowes, Isle of Wight, PO31 7XJ, United Kingdom.

## **ACCESS TO INFORMATION**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us at Old Riggers Loft, Marina Walk, Cowes, Isle of Wight, PO31 7XJ, United Kingdom. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information that we hold about you.

## **OTHER WEBSITES**

Our site may contain links to and from other websites. 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.

## **COOKIES**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

## **CHANGES TO OUR PRIVACY POLICY**

We keep our privacy policy under regular review. Any changes we make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

## **HOW TO CONTACT US**

Please contact us if you have any questions, comments and requests regarding this privacy policy or the information that we hold about you: Old Riggers Loft, Marina Walk, Cowes, Isle of Wight, PO31 7XJ, United Kingdom.