

WEBSITE PRIVACY POLICY OF SKILLS FOR LIFE MATERIALS LLP.

Index to clauses

1. Introduction
2. Personal Information we may collect about you
3. Information automatically collected from your computer
4. Use of Personal Information
5. Sharing your information
6. Cookies
7. Information about other products and services
8. Changes to your details
9. Security
10. Credit checking
11. Linking to third party websites
12. Your rights
13. Contact us

1. Introduction

- 1.1. Skills for Life Materials LLP takes the privacy of your information very seriously. This policy explains how and for what purposes we use the information collected about you via www.sflmaterials.co.uk (referred to below as the “Site”). Please read this privacy policy carefully. By using the Site and any products and services we offer via the Site, you are agreeing to be bound by this policy in respect of the information collected about you via this Site.

1.2. For the purposes of the Data Protection Act 1998 Skills for Life Materials LLP ('we' or 'us') is the 'data controller' (i.e. the organisation which is responsible for and controls the processing of your personal data)

1.3. If you have any queries about the policy, please get in touch with us using the contact details set out at www.sflmaterials.co.uk, and we will do our best to answer your questions.

2. **Personal Information we may collect about you**

2.1. We will collect the following information ("Personal Information") from you when you buy products or products and services supplied via the Site:-

2.1.1 e-mail address, postal address, telephone number;

2.1.2 the nature of your query;

2.1.3 credit card or bank debit card number and expiry date.

2.2. Although it is not compulsory to give us this information, if you do not then we may not be able to provide you with the full range of products and services the Site has to offer.

3. **Information automatically collected from your computer**

3.1. When you visit the Site our web server automatically records your IP address. This IP address is not linked to any of your personal information.

3.2. We may also gather other non-personal information (from which we cannot identify you) such as the type of your internet browser.

3.3. We use this automatically collected information to:

3.3.1. provide you with a more effective service;

3.3.2. help us administer and make improvements to the Site;

3.3.3. estimate audience size, usage patterns and carry out marketing analysis.

4. Use of Personal Information

4.1. We will use this information in order to:

- 4.1.1. process orders or applications submitted by you;
- 4.1.2. send you information about our products and services;
- 4.1.3. verify your identity, including fraud prevention and detection;
- 4.1.4. carry out marketing analysis and make general improvements to our Site;
- 4.1.5. obtain your views or comments on the products and services we provide;
- 4.1.6. customise the Site and its content to your particular preferences;
- 4.1.7. notify you of any changes to the Site or our products and services which may affect you.

5. Sharing this information

5.1. We may transfer your Personal Information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or re-organisation, but we will take steps with the aim of ensuring that your privacy rights continue to be protected.

5.2. If you accept an invitation to an event or promotional activity run by or in connection with trusted professional third parties, your name may be included on an attendee list which is shared with the third parties or other guests. In these circumstances, Personal Information (excluding information relating to your name), contact details and other information will not be disclosed to or shared with any third party or guest organising, co-hosting or attending the event.

- 5.3. Trusted professional third parties who are responsible for the running of our website will have access to your Personal Information and other information automatically collected from your computer. This is necessary for the running of the website and the information will not be used by the third party.
- 5.4. PayPal or any other company or organisation used by us to collect payment of products and services you buy from us will have access to your Personal Information and other information automatically collected from your computer. They will use it to collect those payments.
- 5.5. Other than as set out above, we will not disclose any of your personal information without permission unless we are required by law to do so (for example, if required to do so by a court order, the government or other law enforcement agencies or for the purposes of investigation and/or prevention of fraud or other crime or where it is necessary for the purpose of, or in connection with, legal proceedings or in order to exercise or defend legal rights).
- 5.6. Transmission of information via the internet is not completely secure and it is possible that your Personal Information or other information may be accessed or intercepted unlawfully by third parties. Any transmission of information is therefore at your own risk. We will not accept any responsibility for information which is accessed or intercepted unlawfully, without permission or in a manner which is out of our control.

6. **Cookies**

- 6.1. When you visit the Site we may store some information (commonly known as a “cookie”) on your computer. Cookies are pieces of information that a

website transfers to your hard drive to store and sometimes track information about you. Cookies are specific to the server that created them and cannot be accessed by other servers, which means that they cannot be used to track your movements around the web. Passwords and credit card numbers are not stored in cookies. A cookie helps you get the best out of the Site and helps us to provide you with a more customised service. We use cookies for the following:

6.1.1 so that you do not have to re-enter your details each time you visit the Site;

6.1.2 to track how our site is used and to improve and update our content;

6.1.3 to store your personal preferences;

6.1.4 to build a profile about you;

6.1.5 to better target our marketing and advertising campaigns

6.2 You can block or erase cookies from your computer if you want to (your browser's help screen or manual should tell you how to do this), but certain parts of the Site are reliant on the use of cookies to operate correctly and may not work correctly if you set your browser not to accept cookies.

7. **Information about other products and products and services**

7.1 From time to time we may send you information about our products and services which we think may be of interest to you.

7.2 You can tell us to stop this at any time by sending an e-mail to info@sflmaterials.co.uk

8. **Changes to your details**

We aim to keep our information about you as accurate as possible. If you would like to review or change the details you have supplied us with, please contact us at info@sflmaterials.co.uk

9. **Security**

We have implemented technology and policies to safeguard your privacy from unauthorised access and improper use.

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, fraud prevention and compliance.

10. **Credit checking**

To enable us to make credit decisions about you and for fraud prevention and money laundering purposes, we may search the files of credit reference and fraud prevention agencies (who will record the search). We may disclose information about how you conduct your account to such agencies and your information may be linked to records relating to other people living at the same address with whom you are financially linked. Other credit grantors may use this information to make credit decisions about you and the people with whom you are financially associated, as well as for fraud prevention, debtor tracing and money laundering purposes. If you provide false or inaccurate information or we suspect fraud, we will record this.

11. **Linking to third party websites**

11.1. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our Site and recommend that you check the policy of each site you visit and contact its owner or operator if you have any concerns or questions.

11.2. If you linked to this Site from a third party site, we cannot be responsible for the privacy policies and practices of the owners or operators of that third party site and recommend that you check the policy of that third party site and contact its owner or operator if you have any concerns or questions.

12. **Your rights**

12.1. You have the right, subject to the payment of a small fee (currently £10) to request access to personal data which we may process about you. If you wish to exercise this right you should:

12.1.1. put your request in writing

12.1.2. include proof of your identity and address (for example a copy of your driving licence or passport and a recent utility bill)

12.1.3. attach a cheque in the amount of £10 made payable to Skills for Life Materials LLP

12.1.4. specify the personal data you want access to, including any account or reference numbers which are applicable.

13. **Contact us**

13.1. If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your Personal Information, you can do so by sending an e-mail to us at info@sflmaterials.co.uk or write to us at Lees Farm, English Frankton, Ellesmere, Shropshire SY12 0JX

13.2. We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version which will apply each time you access the site.