

## **PRIVACY POLICY**

Thank you for visiting our website. We are committed to safeguarding the privacy of our website visitors. In this policy, we explain how we treat and protect personal information we collect through our website.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is CCPI Europe of Temperature Technology Centre, Waleswood Way, Sheffield, S26 5NU, United Kingdom.

### **Personal Information**

We may collect and store Personal Information through your use of our website, including: (a) information about your computer and about your visits to and use of our website, such as your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation paths, and the timing, frequency and pattern of services use; (b) information you may provide when using forms or services on our website, such as your first name, last name, company name, e-mail address, mailing address, country, and/or telephone number; and (c) any other personal information you choose to provide to us through our website (collectively, "Personal Information"). We will only use Personal Information only as described in this Privacy Policy. We reserve the right, however, to use Personal Information to the extent permitted or required by law.

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

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

- technical 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; and
- information 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.

### **Use and Disclosure of Personal Information**

We may use your Personal Information to: (a) administer and improve our website and business; (b) to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us; (c) send you non-marketing commercial communications; (d) send you quotes or other notifications you have requested; (e) send you our newsletter, if you have requested it (you can inform us at

any time if you no longer require the newsletter); (f) send you marketing communications relating to our business which we think may be of interest to you, by post or, where you have specifically agreed to this, by email (you can inform us at any time if you no longer require marketing communications); (g) deal with inquiries and complaints made by you relating to our website; or (h) communicate with you for other purposes which are evident from the circumstances or about which we inform you when we collect Personal Information.

We may disclose Personal Information to our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Privacy Policy. We may disclose Personal Information to any member of our group of companies – including our subsidiaries, our holding company, and its subsidiaries as defined in section 1159 of the UK Companies Act 2006 – insofar as reasonably necessary for the purposes set out in this Privacy Policy. We may disclose Personal Information if we are required to do so because of an applicable law, court order or governmental regulation, or in connection with any ongoing or prospective legal proceedings.

We may use Personal Information that we collect from you:

- 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 for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

We may transfer Personal Information to a third party in the event that the business of this website or a part of it and the customer data connected with it is sold, assigned or transferred, in which case we would require the buyer, assignee or transferee to treat Personal Information in accordance with this Privacy Policy.

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 or apply our terms of use (<http://www.ccpi-europe.com/terms.pdf>) and other agreements; or to protect the rights, property, or safety of CCPI Europe Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **Non-Disclosure of Personal Information**

We will not, without express consent, sell, share, or otherwise supply Personal Information to third parties except as provided in this Privacy Policy.

## **Security and Confidentiality**

We will take reasonable measures to protect Personal Information from loss, misuse, unauthorized access, disclosure, alteration or destruction. We will store Personal Information on secure servers which are both password- and firewall-protected.

## **International Data Transfers**

Personal Information may be stored and processed in and transferred between any of the countries in which we, or the members of our group of companies, operate in order to enable us to use the information in accordance with this Privacy Policy. We may transfer Personal information to countries outside of your country, potentially including countries which may not have data protection laws equivalent to those in force in your country.

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.

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 Personal Information 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.

## **“Cookies”**

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive. We may collect and process information about your visit to this website, such as the pages you visit, the website you came from and some of the searches you perform. We use this information to help improve our website and to compile aggregate statistics about individuals using our website for internal, market research purposes.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- **Targeting cookies.** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Most browsers allow you to refuse to accept cookies. For example, in Internet Explorer you can block cookies using the cookie handling override settings available by clicking “Tools,” “Internet Options,” “Privacy,” and then “Advanced.” In Firefox, you can block all cookies by clicking “Tools,” “Options,” “Privacy,” selecting “Use custom settings for history” from the drop-down menu and unclicking “Accept cookies from sites.” In Chrome, you can block all cookies by accessing the “Customize and control” menu, and clicking “Settings,” “Show advanced settings” and “Content settings,” and then selecting “Block sites from setting any data.”

You can also delete cookies already stored on your computer. For example, Internet Explorer, you can manually delete cookie files following these instructions <http://windows.microsoft.com/en-gb/internet-explorer/delete-manage-cookies#ie=ie-11>. In Firefox, you can delete cookies by clicking “Tools,” “Options” and “Privacy,” then selecting “Use custom settings for history” from the drop-down menu, clicking “Show Cookies,” and then clicking “Remove All Cookies.” In Chrome, you can delete all cookies by accessing the “Customize and control” menu, and clicking “Settings,” “Show advanced settings” and “Clear browsing data,” and then selecting “Cookies and other site and plug-in data” before clicking “Clear browsing data.”

### **Google Analytics**

Like many websites, we also use a tool called Google Analytics to collect information about the use of our website. We use Google Analytics to help us better understand our web traffic. Google Analytics collects information such as how often users visit our website, what

pages they visit when they visit our website, and what other websites they visited prior to our website. Google Analytics collects only the IP address assigned to you on the date you visit our website, rather than your name or other identifying information. We do not combine the information collected through Google Analytics with any other Personal Information. Although Google Analytics plants a permanent cookie on your Web browser to identify you as a unique user the next time you visit our website, the cookie cannot be used by anyone but Google. You can prevent Google Analytics from recognizing you on return visits by disabling cookies on your browser.

We do not share information collected through Google Analytics with any third parties other than Google. Google's ability to use and share information collected by Google Analytics about your visits to our website is restricted by the Google Analytics Terms of Use (available at <http://www.google.com/analytics/terms/us.html>) and the Google Privacy Policy (available at <http://www.google.com/policies/privacy/>). You can prevent your data from being used by Google Analytics by downloading and installing the opt-out browser add-on (available at <https://tools.google.com/dlpage/gaoptout>).

### **Amendments**

By using our website, you consent to the collection and use of Personal Information as set forth in this Privacy Policy. We will always handle Personal Information in accordance with the Privacy Policy that was in effect at the time of collection.

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. Please check back frequently to see any updates or changes to our Privacy Policy.

### **Corrections and Objections**

We take reasonable steps to ensure that Personal Information is kept accurate and up-to-date for the purposes for which it was collected. We will provide you with the ability to object to the processing of Personal Information if such processing is not reasonably required for a legitimate business purpose as described in this Privacy Policy or our compliance with law. In the case of electronic direct marketing, we will provide you with a method to opt out of receiving further marketing materials or with a method to opt in if required by law. If you wish to contact us regarding our use of your Personal Information or object to the use of your Personal Information, please contact us at [insert CCPI contact details] If you contact us by email, please note in your email the specific information you would like us to correct, update or delete plus a proper identification of you. Requests to delete Personal Information will be subject to any applicable legal and ethical reporting or document filing or retention obligations imposed on us.

### **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.

## **Contact Us**

If you have any queries or complaints about our compliance with this Privacy Policy, or if you would like to make any recommendations or comments to improve the quality of our Privacy Policy, please contact us at CCPI Europe, Temperature Technology Centre, Waleswood Way, Sheffield, S26 5NU, United Kingdom or by calling +44(0)1909 775 333.