

PORTAFIX LTD

PRIVACY & COOKIE POLICY

Page 1 of 4

ISSUE 02

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C/N

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This privacy policy sets out how Portafix Ltd. uses and protects any information that you give Portafix Ltd. when you use this website.

Portafix Ltd. is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Portafix Ltd. may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- 1) name and job title
- 2) contact information including email address
- 3) demographic information such as postcode, preferences and interests
- 4) other information relevant to customer surveys and/or offers

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. We may share your data with our employees, with other companies within our Group business or where we are under a legal obligation to do so.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- 1) Internal record keeping.
- 2) We may use the information to improve our products and services.
- 3) We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- 4) From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

PORTAFIX LTD

PRIVACY & COOKIE POLICY

Page 2 of 4

ISSUE 02

10-DEC-2018

C/N

HR112

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at:

<https://www.google.com/policies/privacy>

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- (a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);

PORTAFIX LTD

PRIVACY & COOKIE POLICY

Page 3 of 4

ISSUE 02

10-DEC-2018

C/N ...

HR112

- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- (c) <https://help.opera.com/en/latest/web-preferences/#cookies> (Opera);
- (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- (e) <https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac> (Safari); and
- (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- 1) whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- 2) if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time contacting us via the details at the bottom of this policy.
- 3) We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

PORTAFIX LTD

PRIVACY & COOKIE POLICY

Page 4 of 4

ISSUE 02

10-DEC-2018

C/N ...

HR112

You may request details of personal information which we hold about you under the the General Data Protection Regulation. If you would like a copy of the information held on you please contact us via the details at the bottom of this policy.

If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

Additionally, if you would like us to remove any of the information we hold on you, please contact us as soon as possible at the above address. After verification, we will promptly remove the requested information.

Our details

This website is owned and operated by Portafix Ltd.

We are registered in England under registration number 2788817, and our registered office is at 16/17 Stephenson Close, Andover, Hampshire, SP10 3RU.

Our principal place of business is at 16/17 Stephenson Close, Andover, Hampshire, SP10 3RU

You can contact us:

- (a) by post, using the postal address given above;
- (b) by email to DPO@portafix.co.uk