

PRIVACY POLICY

Palletways Group Limited ("**we**") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.palletways.com ("**our site**") and any other website owned or operated by the Palletways group of companies, you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 ("**the Act**") and this policy, the data controller is Palletways Group Limited, whose registered office is at Fradley Distribution Park, Wood End Lane, Fradley, Lichfield WS13 8NE.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- **Information you give us.** You may give us personal information about you by filling in forms on our site or by corresponding with us by telephone, e-mail or otherwise. 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 regarding your shipment such as the details and nature of the products being delivered, their source and their destination.
- **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, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); 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 us.
- **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, sub-contractors in technical, payment

and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a better 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.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to 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;
 - to provide you with information about other goods and 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 process any application for employment you might make to us;
 - to ensure that content from our site is presented in the most effective manner for you and for your computer;
 - to process any enquiry that you may submit to us via electronic means, including any online forms.

- **Information we collect about you.** We will use this information:
 - 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 any interactive features of our service;
 - 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 establish whether any of the services we may offer from time to time may be of interest to you.
- **Information we may receive from other sources.** We may combine this information with information you give to us and information 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, any holding company of us and its subsidiaries, in each case as defined in section 1159 of 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 or 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 any of our group's business or assets, in which case we may disclose your personal data to the prospective buyer of such business or assets.
- If any company in our group is, or substantially all of its assets are, acquired by a third party, in which case personal data gathered from you may 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 of supply and other agreements, or to protect the rights, property, or safety of our employees, our customers, or others. This may include exchanging information with other companies and organisations for the purposes of fraud detection or prevention, and credit risk reduction.

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 may be engaged in, among other things, the fulfilment of your contract with us, the processing of your payment details and the provision of support services to us. By submitting your personal data, you agree to this transfer, storing or other forms of processing. We will take all steps reasonably necessary

to ensure that your data is treated securely and in accordance with this privacy policy and the Act.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology.

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 appropriate procedures and security features to try to prevent unauthorised access.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at data_protection@palletways.com

Our site may, from time to time, contain links to and from the websites of third parties. 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 or how such third parties may process your personal information. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The Act gives you the right to be provided with information about the personal data we hold about you. Any such request you wish to make may be subject to a fee of £10 to meet our costs in providing you with this information. Please direct any such request to data_protection@palletways.com

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to this policy in the future will be posted on this page. Please check back frequently to see any updates or changes to this policy.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to data_protection@palletways.com.