

# UNIVERSAL SUPPLIES PRIVACY POLICY

Universal Supplies Limited ('USL') takes your privacy very seriously. We ask that you read this privacy policy carefully as it contains important information about what to expect when USL collects personal information about you and how USL will use your personal data.

This policy applies to information we collect about:

- visitors to our website; and
- people who do business with us.

## 1 The information we collect about you

When you do business with us we collect the following personal information from you:

- 1.1 name;
- 1.2 postal address, email address, telephone number, credit card number and expiry date; and
- 1.3 Occasionally we may receive information about you from other sources (such as credit reference agencies) which we will add to the information which we already hold about you in order to help us supply goods to you.

## 2 How we will use the information about you

We gather this information to allow us to process your registration, process any orders you may make and provide the goods requested. The relevant information is then used by us, our agents and sub-contractors to provide you with statements of your account and to communicate with you on any matter relating to the conduct of your account and the provision of the goods in general. If you agree, we may also contact you about other products and services we think may be of interest to you.

We may also use aggregate information and statistics for the purposes of monitoring website usage in order to help us to develop our website and our services. These statistics will not include information that can be used to identify you.

From time to time we may provide your information to our customer service agencies for research and analysis purposes so that we can monitor and improve the goods we provide. We or our agents and sub-contractors may contact you by post, email or telephone to ask you for your feedback and comments on our goods.

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## 3 Marketing

We may also wish to provide you with information about special features of our website or any other service or products we think may be of interest to you. If you would rather not receive this information, please send a blank email message to [sales@universal-supplies.co.uk]. If you agree to us providing you with marketing information, you can always opt out at a later date.

We may also want to provide you with related information from third parties we think may be of interest to you. If you would rather not receive this information, please send an email to [sales@universal-supplies.co.uk]. If you agree to us providing you with third party marketing information, you can always opt out at a later date.

We may also provide your information to carefully selected third parties whose products or services we believe may be of interest to you. If you do not wish us to disclose your information in this way, please send an email to [sales@universal-supplies.co.uk].

## 4 Our use of cookies and other information-gathering technologies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. The information is used to track visitor use of the website and to compile statistical reports on website activity. For further information about cookies visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org). You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function if you remove cookies from your browser.

## 5 How we protect your information

We have put in place the following security procedures and technical and organisational measures to safeguard your personal information: *(provide details of security measures in relation to the personal data processed, eg firewalls, browser certification technology, encryption, limited access, use of passwords etc as appropriate).*

We will use all reasonable efforts to safeguard your personal information. However, you should be aware that the use of the Internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the Internet.

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### **6 Overseas transfers**

The information you provide may be transferred to countries outside the European Economic Area ('EEA') that do not have similar protections in place regarding your data and restrictions on its use as set out in this policy. However, we will take steps to ensure adequate protections are in place to ensure the security of your information. The EEA comprises the EU member states plus Norway, Iceland and Liechtenstein. By submitting your information you consent to these transfers for the purposes specified above.

### **7 Access to your information and updating and correcting your 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 send an email to [sales@universal-supplies.co.uk] or send a letter to [Registered Company Office Address]. We may make a small charge for this service.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to USL changes, for example if you change your email address, name or payment details, or if you wish to cancel your registration, please let us know the correct details by sending an email to [sales@universal-supplies.co.uk] or by sending a letter to [Registered Company Office Address]. You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

### **8 Sale of business**

If USL's business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

### **9 Your consent**

By submitting your personal information you consent to the use of that information as set out in this policy.

### **10 Changes to privacy policy**

We keep our privacy policy under regular review. If we change our privacy policy we will post the changes on this page, and place notices on other pages of the website, so that

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you may be aware of the information we collect and how we use it at all times. This privacy policy was last updated on [13.12.2011].

### **11 How to contact USL**

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments please send an email to [sales@universal-supplies.co.uk] or send a letter to [Registered Company Office Address].

### **12. Links to other websites**

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.