

## **PRIVACY POLICY**

We would like to assure you that we are committed to protecting the privacy of all our users. We will ensure that all of the information with which you provide us is kept private, confidential and secure, and we will only use it to provide the services that you specifically request.

### **INFORMATION YOU VOLUNTARILY PROVIDE**

When you sign up to our newsletter, consult with our Service Team, send us an e-mail, or communicate with us in any way, you are voluntarily giving us information that we collect. That information may include your name, physical address, e-mail address, IP address, phone number, credit card information, as well as other details including location, purchase history and additional demographic information. By giving us this information, you consent to this information being collected, used, disclosed, transferred or stored by the Company or our third-party providers, as described in this Privacy Policy. In the interest of your privacy, we only collect, use and retain information reasonably required for our legitimate business interests, such as processing orders, enquiries and queries, or providing you with marketing materials.

### **INFORMATION WE AUTOMATICALLY COLLECT**

When you browse our website, we may automatically collect information about your visit by using cookies. This information may include your device type, browser, IP address, how you came to the website, or how you interacted with the website. This information may be used to monitor or improve website performance or deliver targeted advertising. Information from the cookie alone will generally not identify you personally, and we will not use this information in connection with any personally identifiable information that you may have provided. You can read more about the specific cookies we use on this website here.

### **INFORMATION WE SHARE WITH THIRD PARTY PROVIDERS**

We may share your personally identifiable information with other service providers, including:

- Payment processors for secure credit card payment transactions.
- Hosting services.
- E-mail service providers to send you e-mails pertaining to quality questionnaires, feedback or our marketing material.
- Legal authorities when we believe in good faith that we are lawfully authorised or required to do so, or when necessary to do so to protect the rights and safety of the Company and its associated companies, employees and users from fraudulent, abusive, inappropriate or unlawful use of our services.
- Information that is aggregated or anonymised, that does not directly identify you.

### **HOW WE PROTECT YOUR INFORMATION**

We take reasonable and appropriate measures to protect Personal Information from loss, misuse and unauthorised access, disclosure, alteration and destruction, considering the risks involved in the processing and the nature of the personal information. Our website is scanned on a regular basis for security holes and known vulnerabilities to make your visit to our site as safe as possible. We use regular Malware Scanning, and we implement a variety of security measures when a user provides information, to maintain the safety of your personal information.

Your personal information is contained within secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. If a security breach causes an unauthorised intrusion into our system that materially affects you, then the Company will notify you as soon as possible and later report the action we took in response.

### **ACCESS TO PERSONALLY IDENTIFIABLE INFORMATION**

If your personally identifiable information changes, or you wish your information to be removed from our records, you may update or delete it by [subjectaccessrequests@prosig.com](mailto:subjectaccessrequests@prosig.com).

Additionally, we will give you access to your personally identifiable information that we hold within 30 days of a request to access, which can be sent to [subjectaccessrequests@prosig.com](mailto:subjectaccessrequests@prosig.com).

If you wish to stop receiving e-mail communications, please click on the 'unsubscribe' link on any of our communications. We will retain your information for as long as required to deliver your service, agreement or resolve any issues. Please note that we cannot always delete records of all historical data; for example — we are required to retain certain records for financial reporting, compliance and traceability reasons.

### **THIRD PARTY WEBSITES**

Any information, communications, or materials you submit to us via a Social Media platform is done at your own risk, without any expectation of privacy. We cannot control the actions of other users of these platforms, or the actions of the platforms themselves. Your interactions with those features and platforms are governed by the Privacy Policies of the companies that provide them. Our website may include links to other websites, whose privacy practices may be different from ours. If you submit personally identifiable information to any of those sites, your information is governed by their Privacy Policies. We encourage you to carefully read the Privacy Policy of any website you visit.

### **CHANGES TO PRIVACY POLICY**

We may make changes to this Privacy Policy which come into effect upon updating this page. We recommend reviewing this Privacy Policy so you are aware of any changes that affect what you are consenting to by interacting with the website, submitting a query, requesting information or otherwise interacting with the Company. This policy was last updated on 15 May 2018.

### **WHO ARE WE**

We are Prosig Limited, company registration number 09099121, registered office Hatchmoor Industrial Estate, Torrington, Devon EX38 7HP, trading from Link House, High Street, Fareham, PO16 7BQ. You can contact us by emailing [info@prosig.com](mailto:info@prosig.com) or by phoning +44 1329 239925.