

Abzorb[®]

(The “Employer”)

Privacy Policy



Policy Brief and Purpose

This privacy policy sets out how we use and protects any information that you give us.

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

Abzorb may change this policy from time to time. if we do, a new copy will become available on our website. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st May 2018.

What we collect

We may collect the following information from you:

Information you give us.

This is information about you that you give us by filling in forms on our site or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site or the Abzorb Portal, place an order on our site or the Abzorb Portal. The information you give us may include:

- name and job title;
- contact information including email address & telephone number;
- geographic information such as postcode;
- other information relevant to customer surveys and/or offers we have

Information we collect about you.

With regard to each of your visits to our site we will 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;
- information about your visit, including the full Uniform Resource Locators (URL), pages you viewed, page response times, length of visits to certain pages and any phone number used to call our customer service number.

What we do with the information we gather

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, products 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 service;

- to ensure that content from our site is presented in the most effective manner for you and for your computer.

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 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.
- 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.
 - We may need to share your information with a network provider or other third party in order to provide the services to you. We will never sell your data to any third party.
 - We also may record your call for training and monitoring purposes

Legitimate Interest

This is where Abzorb has a legitimate reason to process your data provided it is reasonable and does not go against what you would reasonably expect from us. Where Abzorb has relied on a legitimate interest to process your personal data our legitimate interests is/are as follows:

- Managing our database and keeping client records up to date;
- Contacting clients to seek your consent where Abzorb need it;
- Contacting clients with information about similar products or services that they have used from Abzorb recently;
- Contacting clients about opportunities, such as training, and events that Abzorb are involved in.

Security

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or the Abzorb Portal, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

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

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.

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.

We require your positive consent to processing your data. You can exercise your right to prevent such processing by not checking certain boxes on the forms we use to collect your data for example, if there is a check box and you are not happy to receive marketing, do not tick the box. You will still receive the service you have requested.

Even if you give consent, you may withdraw it at any time by contacting us at Abzorb System LTD, Armytage Road, Brighouse, HD6 1QF.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. 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. Please check these policies before you submit any personal data to these websites. You may request at any time, details of the information that we hold about you as an individual. Please contact us at Abzorb System LTD, Armytage Road, Brighouse, HD6 1QF.

Controlling your personal information

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

- whenever you are asked to fill in a form on the site or Abzorb Portal, look for the box that you can click to indicate that you want the information to be used for direct marketing purposes. If you are not happy to receive this, do not tick the box.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at contactus@abzorb.co.uk
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.

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

Abzorb Cookies Policy

What are Cookies? What is a Cookie?

A cookie is a small piece of data that a website asks your browser to store on your computer or any other device such as mobile device and can be accessed either by the web or the client computer.

The cookie permits the website to "remember" your actions or preferences over a set time.

Most browsers support cookies, but it is up to the user to accept or decline them and can delete them whenever they like.

The usage of Cookies allows the server to deliver a page personalised to a certain user or the page can obtain some script which is aware of the data in the cookie and so is able to carry information from one visit to the website to the next.

Websites primarily use cookies to:

- identify users
- remember users' custom preferences
- help user's complete tasks without having to re-enter information when browsing from one page to another.

How Abzorb use Cookies?

This site makes use of cookies to store information that is only used to ensure that we keep your information safe. This is deemed by the [ICO](#) as an inobtrusive use that ensures your information is secured and your experience is consistent. We store no privacy settings within the cookies used on this site, nor do we use third party tracking cookies to monitor your usage of this site. The ICO deems this as having "no privacy impact" and as such we do not require you to opt in to cookie usage.

We may use the information we obtain from you use of our cookies for the following reasons:

- to analyse the use of the website
- to improve the website's usability
- in the administration of the website
- to personalise the website for you, including targeting advertisements which may be of interest to you.

What are the different types of cookies?

A cookie can be classified by its lifespan and the domain to which it belongs. By lifespan, a cookie is either a:

- **session cookie** which is erased when the user closes the browser *or*
- **persistent cookie** which remains on the user's computer/device for a pre-defined period of time.

As for the domain to which it belongs, there are either:

- **first-party cookies** which are set by the web server of the visited page and share the same domain

- **third-party cookies** stored by a different domain to the visited page's domain. This can happen when the webpage references a file, such as JavaScript, located outside its domain.

EU legislation on cookies

EUROPA websites must follow the Commission's guidelines on [privacy and data protection](#) and inform users that cookies are not being used to gather information unnecessarily.

The [ePrivacy directive](#) – more specifically Article 5(3) – requires prior informed consent for storage or for access to information stored on a user's terminal equipment. In other words, you must ask users if they agree to most cookies and similar technologies (e.g. web beacons, Flash cookies, etc.) before the site starts to use them.

For consent to be valid, it must be informed, specific, freely given and must constitute a real indication of the individual's wishes.

However, some cookies are exempt from this requirement. Consent is not required if the cookie is:

- used for the sole purpose of carrying out the transmission of a communication, and
- strictly necessary in order for the provider of an information society service explicitly required by the user to provide that service.

Cookies clearly exempt from consent according to the [EU advisory body on data protection-WP29](#) include:

- **user-input** cookies (session-id) such as first-party cookies to keep track of the user's input when filling online forms, shopping carts, etc., for the duration of a session or persistent cookies limited to a few hours in some cases
- **authentication** cookies, to identify the user once he has logged in, for the duration of a session
- **user-centric security** cookies, used to detect authentication abuses, for a limited persistent duration
- **multimedia content player** cookies, used to store technical data to play back video or audio content, for the duration of a session
- **load-balancing** cookies, for the duration of session
- **user-interface customisation** cookies such as language or font preferences, for the duration of a session (or slightly longer)
- **third-party social plug-in content-sharing** cookies, for logged-in members of a social network.

Guidelines and References

[Documentation Cookie Consent Kit](#)

[Directive 2009/136/EC](#) (ePrivacy Directive)

[Regulation \(EC\) 45/2001](#) (Data protection)

EU advisory body on data protection - Working Party 29:

- [Opinion 15/2011 on the definition of consent](#) (211 kB)
- [Opinion 04/2012 on cookie consent exemptions](#) (714 kB)

[Use of third-party tools on EUROPA](#)

[Guidance on the rules on use of cookies and similar technologies by the ICO](#)

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:

- 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
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at contactus@abzorb.co.uk

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.

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please write to Abzorb Systems LTD, Armytage Road, Brighouse, HD6 1QF.

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