



At Axis Equipment Ltd we are committed to maintaining your privacy.

We operate a policy devoted to strict customer confidentiality at all times. The company is registered under the Data Protection Act 1998 (the Act). If we make any changes to this Privacy Policy we will immediately notify you by updating this statement on our websites.

### **Information Collected**

We collect information via online feedback and ordering forms, by e-mail, fax and post. We may ask for your name, address, telephone number, fax number and e-mail address and/or any additional information sent voluntarily.

### **How do we use the information we have?**

We collect information for the purposes of:

1. Supplying information about our products or services when requested.
2. Answering any questions or queries.
3. Fulfilling orders.
4. Providing a first class, confidential and effective service.

We may also use the information to keep you informed by post, e-mail or other available channels of features, services, products, promotions and special offers from us. We may sometimes use the information we collect to let you know about important functionality changes to our websites. If you prefer us not to provide you with any of this information, please let us know by emailing us at [enquiries@axisce.co.uk](mailto:enquiries@axisce.co.uk).

### **Disclosing the information we have**

Customer information is always treated as strictly confidential. We will not disclose it to any third party (other than an affiliated company of Axis Equipment) without the express permission of the customer except:

- As required by law.
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If our company or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will 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 us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We may pass non-personal aggregated information about sales and website usage to reputable organisations for research or analysis purposes only.

In the unlikely event that information about you is transferred outside the European Economic Area we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

### **Links to other websites**

Our website has a number of links to other websites. We have no control over their content and are therefore not responsible for their privacy practices. We never disclose personal information to sites linked to our website. This privacy policy applies solely to Arolite and information collected by us.

### **Security of information we have**

Any information collected by us is collected and processed in accordance with the UK's Data Protection laws. We aim to ensure that the personal information you give us is kept secure and processed fairly and lawfully.

We take all reasonable precautions to protect all personal data that you may input via our websites, however, we cannot be responsible for and therefore exclude all liability for loss or misuse of personal data which is intercepted or otherwise accessed by unauthorised persons.

### **Removing your details**

You may at any time have your details removed from our database. Simply email your request to us at [enquiries@axisce.co.uk](mailto:enquiries@axisce.co.uk). We will then ensure that your details are removed as soon as practicable.

The Act also gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

### **Customer information**

By using our websites, you consent to the information you give us being processed for any of the purposes we have explained above except where we have received your email message through the email address [enquiries@axisce.co.uk](mailto:enquiries@axisce.co.uk).

### **Feedback**

If you have any comments, queries or complaints relating to our Privacy Policy, please email us at [enquiries@axisce.co.uk](mailto:enquiries@axisce.co.uk).