



A trading name of Uniserve Holdings Limited

## PRIVACY POLICY

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This website is operated by Commercial Platforms International Limited (CPI), a member of the Uniserve Holdings Limited group of companies and is owned by Uniserve, a member of the Uniserve Holdings Limited group of companies ("the Group") For more information about Uniserve and the Group, please visit [www.uniservegroup.co.uk](http://www.uniservegroup.co.uk).

Uniserve facilitates the running of this website, in particular by collecting the personal information that you supply through this website for the purposes of processing web forms and questionnaires submitted via the website, and for providing you with any services (e.g. account information) for which you subscribe and securely access.

Uniserve is committed to safeguarding the privacy of users of this website, whilst ensuring that you receive a high quality service. Please read the following privacy policy to understand how Uniserve use and protect the information that you provide. If you have any queries or concerns regarding these practices, please contact us by [e-mailing](#) or calling on 01375 856060 (between 9.00am and 5.30pm, Monday to Friday).

### 1. THE INFORMATION WE COLLECT AND HOW WE USE IT

Uniserve collects personal information from you when you:

- *Apply for access to your account with the website on the 'Coming soon' registration page'*

If you register via this page, we collect information such as company details, contact name, address, telephone number and e-mail address. This is used to personalise the service that you receive, for example by recognising you when you return to the website. If you choose to subscribe to the Client or Supplier portals on the 'registration' page, then your name and e-mail address are used to send you updated information, confirmation of application and your username and password details once this development is available.;

- *Complete and submit any web form located within our 'Contact us' pages*

If you complete and submit a 'Contact us' form via these pages we collect your company details, contact name and brief contact details in order for us to deal with your enquiry efficiently and quickly;

- *Complete and submit a 'Request a Quote' web form on the website*

If you chose to use this facility we collect your company details,

contact name, e-mail address, brief details of your shipment and origin and delivery details, in order to deal with your enquiry efficiently, accurately and quickly. We use this to e-mail information about your enquiry back to your submitted e-mail address.

## **2. INFORMATION SHARING AND DISCLOSURE**

We do not sell or rent your personal information. We may, however, give information about you to other relevant companies within the Uniserve Group or our carefully selected partners (as the case may be) to enable them to send you information.

## **3. TRANSFER**

If ownership or operational control of all or part of our website were transferred, whether as part of the sale of CPI's or Uniserve's business or otherwise, we may disclose your personal information to a transferee. If that happens, we would require them to use your information in a way that is consistent with this Privacy Policy.

## **4. AGGREGATED INFORMATION**

We may share non-personal aggregated statistics data about visitors to this website and sales and traffic patterns; with the Group or other parties. Just to be clear, this information does not identify users in any personal capacity; it just gives generalised information about the users of our website.

## **5. COOKIES AND OTHER TRACKED INFORMATION**

While on the website, certain information is automatically logged about how you are using the website. This information may include the URL of the website which linked you to this website, your IP address and the pages you visit while on the website. The IP address indicates the location of your computer on the internet. IP addresses are not used to track your session and are not linked to anything personally identifiable.

A feature known as a cookie is also used. A cookie is a small data file that resides on your computer which allows us to recognise you as a user when you return to the website using the same computer and web browser. The cookies and other automatically tracked information are used:

- to automatically access your previously stored account information and deliver a more personalised shopping experience;
- to help us better understand how users use the website so that we can administer, support and improve the website and the services that Uniserve offer;
- to contact you for the purpose of confirming your registration details in the event that you forget your password.

Most browsers are set up to accept cookies, but you can configure your browser to refuse cookies or to notify you when you have received one. If you want to stop cookies being stored on your computer in future, please refer to your browser manufacturer's instructions by clicking "Help" in your browser menu. Further information on deleting or controlling cookies is available at [www.AboutCookies.org](http://www.AboutCookies.org). If you reject cookies though, the website will not

recognise you and so you will not be able to register to use the website, place an order, nor view your account details.

## **6. LINKS**

This website contains links to third party websites that are not subject to this privacy policy. Read the [Terms and Conditions](#) for further information on these links. We strongly recommend that you read the privacy policy of any such websites that you visit.

## **7. RIGHT TO SEE YOUR INFORMATION**

Under the Data Protection Act you have the right to see the personal information that we hold about you, whether collected through your use of this website or through any communications that you have had with us. You will need to provide us with a written request and pay a small fee. If you have any queries about your right or wish to make such a request please contact us by [e-mail](#) or by letter addressed to the Data Protection Officer, Uniserve Group, London Mega Terminal, Thurrock Park Way, Tilbury, Essex, RM18 7HD.

## **8. POLICY CHANGES**

Any changes to this Privacy Policy will be posted on this page so that you are always aware of the information that we collect, how we use it, and under what circumstances we disclose it. These changes will have immediate effect.

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