

T & P SERVICES

**Block 1, Units 1-4 Wednesbury Trading Estate,
Darlaston Road, Wednesbury, West Midlands, WS10 7JN.**

BUSINESS PRIVACY POLICY

This Privacy Policy sets out how T & P Services ("us", "we") uses and protects any information that you give us when you use this website or when we deal with you in the course of our business.

T & P Services is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website or using our services, then you can be assured that it will only be used in accordance with this Privacy Statement. We may change this Policy at any time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What We Collect

We may collect the following information:

- name and job title
- contact information
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What We Do With The Information We Gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- internal record keeping
- we may use the information to improve our services
- we may periodically send promotional emails about new services, special offers or other information which we think you may find interesting using the email address which you have provided.
- 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.

Security

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 online and through our normal business practices.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you have visited a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operation to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us to analyse data about web page traffic and improve our website in order to tailor it to customer need. We only use this information for statistical analysis purposes and then the data is removed from the system. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website does not contain links to other websites.

Controlling your Personal Information

You may choose to restrict the collection or use of your personal information, for example if you do not want us using your personal information for direct marketing purposes you can write to us or email us at accounts@tplogistics.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 Data Protection Act 1998. A small fee may be payable. If you would like a copy of the information held on you please write to us or email us on accounts@tplogistics.co.uk

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

What information we collect about you

We collect information about you when you provide it to us, when you use our services, and when other sources provide it to us, as further described below:

- **Account and Profile Information:** We collect information about you when you register for an account, create or modify your profile and set preferences, for example you provide your contact information and, in some cases, billing information when you create an account to use our services.

- **Content you provide through our products:** Where you engage our services to supply custom or bespoke labels, you may also provide further data for us to create your printed labels. This content includes any information about you that you may choose to include.
- **Information you provide through our support channels:** We also provide you with customer support, where you may choose to submit information regarding a problem you are experiencing with our service. If you choose to submit such information you will be asked to provide contact information, a summary of the problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving the issue.
- **Payment Information:** We collect certain payment and billing information when you create an account with us. For example, we ask you to designate a billing representative, including name and contact information, upon registration.

Information we collect automatically when you use our services

We may collect information about you when you use our webpage, including browsing our website and taking certain actions within the webpage.

- **Your use of our webpage:** We may keep track of certain information about you when you visit and interact with our webpage.
- **Cookies and other Tracking Technologies:** T & P Services and our third party partners, such as our advertising and analytics partners, use cookies and other tracking technologies (e.g. web beacons, device identifiers and pixels) to provide functionality and to recognise you across different services and devices.

How we use the information we collect

- **To provide good service and personalise your experience:** we use information about you to provide our service to you including processing transactions and providing customer support.
- **To communicate with you about our goods and services:** we use your contact information to send transactional information to you via email and provide customer support
- **To display it on our website:** our website posts information you have provided with a view to that information being read by other people, e.g. testimonials that you may have agreed to provide regarding our services

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it. We do not specifically use this information except to allow it to be displayed or shared. We do store it and we reserve a right to use it in the future in any way we decide.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

To provide customer support: we use your information to resolve technical issues you encounter and to assist with any other enquiries you may have. When you contact us, whether by telephone,

through our website or by email, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

To process a complaint: when we receive a complaint, we record all the information you have given to us and we will use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

For any other use you have consented to: we may use your information where you have given us consent to do so for a specific purpose that is not listed in this policy e.g. we may request your written consent to use printed labels we have supplied on your behalf. If you have consented to our use of information about you, you have the right to change your mind at any time but this will not affect processing that has already taken place.

Affiliate and business partner information: this is information given to us by you in your capacity as an affiliate of us or as a business partner.

It allows us to recognise visitors that you have referred to us.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or business partner to agree to reciprocate this policy.

Use of information we collect through automated systems when you visit our website.

- **Cookies**

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved. Some cookies may last for a defined period of time, such as only one day or until you close the browser. Others last indefinitely. Your web browser should allow you to delete any you choose. It should also allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

When you first visit our website, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

If you choose not to use cookies or you prevent their use through your browser settings, you may not be able to use all the functionality of our website.

We use cookies in the following ways:

- to track how you use our website
- to record whether you have seen specific messages we display on our website
- to keep you signed in on our site
- to record your answers to surveys and questionnaires that may appear on our website while you complete them

Information we process because we have a contractual obligation to you

When you create an account with us, or otherwise agree our terms and conditions, a contract is formed between you and us. In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to verify your identity for security purposes and credit checks and to provide our services to you

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you with more information about our business, you provide your consent to us to process information that may be personal information. Wherever possible we aim to obtain your explicit consent to process this information, for example by asking you to agree to our use of cookies.

Sometimes you may give your consent implicitly, such as when you send us a message by email to which you would reasonably expect us to reply.

Except where you have consented, we do not use your information in any way that would identify you personally.

Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes we must process your information in order to comply with a statutory obligation. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

Access to your own information

At any time you may review, update or request removal of personally identifiable information that we hold about you by sending us a request to accounts@tplogistics.co.uk. This may limit the service we can provide to you.

When we receive any such request we shall first take reasonable steps to verify your identity before taking any action necessary. This is important to safeguard your information.

We will deal with your request without undue delay and in any event within one month of receipt of your request. However, if the work involved is particularly complex or if numerous requests are made then we may extend this period by up to two additional months. We will inform you should this be the case.

We will not charge a fee for dealing with your request unless it is evidently unfounded or excessive. If a fee is charged we will inform you and explain the reasons for doing so.

How to Complain

If you are not happy with our privacy policy or have any other complaints then you should tell us by email to accounts@tplogistics.co.uk. Should a dispute not be settled then we hope you would agree to engage in a process of mediation or arbitration.

If you are dissatisfied about how we process your personal information you have a right to lodge a complaint with the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Retention period for personal data:

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us for the following purpose:

- to provide you with the services you have requested
- to comply with other law, including for the period demanded by our tax authorities
- to support a claim or defence in court

Review of this Privacy Policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records. If you have any questions regarding our privacy policy please contact us.

Effective Date: 25.05.2018.