

## Privacy Policy

**Tool-Temp Ltd** are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998). We collect information about you for 2 reasons: firstly, to process your order and secondly to provide you with the best service possible. We will not email you in the future unless you have given us your consent. We will give you the chance to refuse any marketing email from us in the future.

The type of information we will collect about you when you place an order or register on our web site includes:

- Full Company Details
- Company Address
- Phone Number
- Email Address

This information is already stored on our internal systems and our website simply verifies you as a customer of Tool-Temp Ltd. We will never collect sensitive information about you without your explicit consent. The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly. The personal information that we hold will be held securely in accordance with our internal security policy and the law. We will not transfer or sell your information. We may use technology to track the patterns of behaviour of visitors to our site. If you have any questions/comments about privacy, you should email us at [info@tool-temp.net](mailto:info@tool-temp.net)

### Use of personal information

We use the information you provide for the following purposes:

- To send updates regarding the status of your enquiry or order
- To send newsletters and details of offers and promotions in which we believe you will be interested in
- To improve the design and content of the Tool-Temp Ltd website
- To understand the buying behaviour of our registered users
- To perform other general marketing and promotional activities focused on our products and services

When you place an order we need to know your company name, email address, delivery Address Company registered address and registration number. This allows us to process and fulfill your order and to notify you of the status of your request. We may also ask for your telephone number which enables us to contact you urgently if there is a problem with your order.

### Your Consent

By submitting information to Tool-Temp Ltd you consent to the collection and use of this information by Tool-Temp Ltd and its Service Provider (if any). If we decide to change our privacy policy, we will post those changes on this page so that you are aware of what information we collect, how we use it and under what circumstances we disclose it.

### Your Email Address

Your e-mail address will be used to communicate with you about your order and products purchased.

Your e-mail address will be used for our marketing purposes unless you unsubscribe. It is possible to unsubscribe at any time, via contacting us by [info@tool-temp.net](mailto:info@tool-temp.net)

### Data Security

We have designed our site to protect the information we collect online from unauthorised access. We safeguard your private information by implementing the appropriate physical, electronic and managerial procedure necessary to protect your privacy. To further protect your security, we also take the reasonable steps to verify your identity before granting access to your personal profile or making data changes. We are committed to protecting your privacy and have security measures in place to prevent unauthorised access to and disclosure of your personal information.

### **Improving Our Service**

Tool-Temp Ltd does not sell, trade or rent your personal information to others. To better tailor our services to our customers' needs, we use non-identifying and aggregate information to help us make decisions on how to improve Tool-Temp Ltd. We also share this generic information with our suppliers and other interested, reputable parties with whom we have established a formal business relationship. For example, we may tell suppliers which areas of the site have received the most customer traffic overall, or more specifically, how many customer types have visited certain pages. However, we do not disclose the identifying information of individual customers with suppliers. We also do not use or share the personally identifiable information submitted to us by any other means without providing our customers the choice to opt-out or otherwise bar such unrelated uses.

### **Cookies**

Cookies are alphanumeric identifiers that are transferred to your computer's (or alternative web browsing device's) hard drive through your Web browser to enable our systems to recognise your browser and to provide rich shopping features such as recommend products and loyalty discounts, as well as the storage of items in your Shopping Basket between visits. The Help menu in most common browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. However, because cookies allow you to take advantage of some of Tool-Temp Ltd essential features, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your Shopping Cart, proceed to Checkout, or use any Tool-Temp Ltd features that require you to Sign in. If you do leave cookies turned on, be sure to sign off when you finish using a shared computer.

### **Analytic Tools**

Google Analytics is a system used by many websites to record information about visits to their website. Google set six different cookies with expiry dates ranging from 30 minutes to 2 years. These cookies are used mainly to differentiate between first time visitors to a website and repeat visitors. They also allow us to ensure our website performs as well as possible for our users. The cookies are able to collect an anonymous customer number when a user is logged into the website, allowing our backend systems to ensure accuracy of Google Analytics data and help us ensure your website experience remains relevant across devices. They do not contain any personally identifiable information. You can find out more about how Google use cookies at <http://www.google.co.uk/policies/privacy/> (English only)

### **Social Media Plug-ins**

Social Media Plug-ins for Facebook and Twitter obtain data for tracking purposes.

### **Disclosures**

We will not pass your information to any third parties. You can also email us to stop receiving any information about us and our services by e-mail [info@tool-temp.net](mailto:info@tool-temp.net) if you have any queries about our Privacy Statement you should contact us by e-mail [info@tool-temp.net](mailto:info@tool-temp.net)