PRIVACY NOTICE

This is the privacy notice of Electroglass Limited. In this document, "we", "our", or "us" refer to Electroglass Limited.

We are company number 1255895 registered in England. Our registered office is at 4 Brunel Road, Manor Trading Estate, Benfleet, Essex, SS7 4PS, England.

INTRODUCTION

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.

2. We regret that if there are one or more points below with which you are not happy, your only recourse is to discontinue contact with us.

3. We take seriously the protection of your privacy and confidentiality. We understand that all persons who are in contact with us are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.

4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org

7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

THE BASES ON WHICH WE PROCESS INFORMATION ABOUT YOU

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.
1. **Information we process because we have a contractual obligation with you**

When you buy a product or service from us, or sell a product or service to us, or otherwise agree to 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:

1.1. verify your identity for security purposes

1.2. sell products to you or buy products from you

1.3. provide you with our services

1.4. provide you with suggestions and advice on products and services

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us, and any subsequent operational support service, ends or is terminated by either party under the terms of the contract.

2. **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 more information about our business, products and services, 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.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.
We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us via email at info@electroglass.co.uk. However, if you do so, you may not be able to use our website or our services further.

3. **Information we process for the purposes of legitimate interests**

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage Electroglass Limited’s risk
- protecting your interests where we believe we have a duty to do so

4. **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.
SPECIFIC USES OF INFORMATION YOU PROVIDE TO US

5. Information provided on the understanding that it will be shared with a third party

If you request us to pass on your information such as contact details to others, we may do so and may also store it.

Once such information is passed to a third party or enters the public domain, we have no control over what any other party may do with it. We accept no responsibility for their actions at any time.

6. Complaints regarding content on our website

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

If we think your complaint is without any basis, we shall not correspond with you about it.

7. Job application and employment

If you send us information in connection with a job application, we may keep it for up to five years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for ten years before destroying or deleting it.

8. Sending a message to us

When you contact us, whether by mail, telephone, through our website or by e-mail, 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 properly conduct 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 and record the service provided.

9. Complaining

Should we receive a complaint from you, we record all the information you have given to us.

We use that information to attempt 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.

DISCLOSURE AND SHARING OF YOUR INFORMATION

10. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

11. Data may be processed outside the European Union

We may now or in future use outsourced services in countries outside the European Union from time to time in aspects of our business.

Accordingly, data obtained within the UK or any other country could be processed outside the European Union.

ACCESS TO YOUR OWN INFORMATION

12. Access to your personal information

a. You are entitled to review or if appropriate update personally identifiable information that we hold about you.

b. To obtain a copy of any such information you may send us a request at info@electroglass.co.uk.

c. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

13. Removal of your information

If you wish us to remove personally identifiable information, you may contact us at info@electroglass.co.uk.

This may limit the service we can provide to you.

14. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.
OTHER MATTERS

15. How you can complain
   
   a. If you are not happy with our privacy policy or have any complaint then you should tell us by email. Our address is info@electroglass.co.uk.
   
   b. If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
   
   c. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at https://ico.org.uk/concerns/.

16. 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:

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

17. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of England and Wales. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our services.

18. 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 question regarding our privacy policy, please contact us at info@electroglass.co.uk.