


Internet privacy and cookies policy

Aim:	To ensure the privacy of all users of our company Website.
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Scope:	To set out how the company uses and protects any information that users provide when you visiting our Website.
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Approved by:	Graham Curren, CEO
Signed:	
Date:	10 September 2015

Review date:	August 2016
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For more information on the status of this document, please contact:	Information Security Officer Sondrel Ltd, Sondrel House, Theale Lakes Business Park, Moulden Way, Sulhamstead, Berkshire RG7 4GB Tel: +44 118 983 8550 E-mail: information_security_officer@sondrel.com
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Revision date:	Author:	Description:
10 September 2015	Karen Holroyd	New document in line with ISO27001 requirements and controlled document formatting

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1. Privacy policy for www.sondrel.com (“the Website”)

The Website is the property Sondrel Limited (“the Company”). We take the privacy of all visitors to this Website very seriously and therefore set out in this privacy and cookies policy our position regarding certain privacy matters and the use of cookies on this Website.

This privacy policy sets out how the Company uses and protects any information that you give when you use this Website and provides an explanation as to what happens to any personal data that you share with us, or that we collect from you either directly via this Website or via email.

The Company 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 this Website, then you can be assured that it will only be used in accordance with this privacy statement.

The Company may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 10 September 2015.

Certain businesses are required under the data protection act to have a data controller. For the purpose of the Data Protection Act 1998 our data controller can be contacted via email at information_security_officer@sondrel.com.

2. Information we collect

In operating our Website we may collect and process the following data about you:

- Name and job title, contact information including email address, demographic information such as postcode, preferences and interests and other information relevant to customer surveys and/or offers
- Details of your visits to our Website and the resources that you access including, but not limited to, traffic data, location data, weblog statistics and other communication data
- Information that you provide by filling in forms on our Website, such as when you register to receive information such as a newsletter or contact us via the contact us page
- Information provided to us when you communicate with us for any reason

3. Use of cookies

On occasion, we may gather information about your computer for our services, and to provide statistical information regarding the use of our Website to our advertisers.

Such information will not identify you personally, it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever. It is used by us to analyse how visitors interact with the Website so that we can continue to develop and improve the Website.

We may gather information about your general Internet use by using a cookie file that is downloaded to your computer. They help us to improve our Website and the service that we provide to you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular areas of our Website.

For more information on cookies you can read the guidance at [All About Cookies](#).

4. Use of your information

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- To provide you with information requested from us relating to our products or services and to provide information on other products which we feel may be of interest to you if you have consented to receive such information.
- To meet our contractual commitments to you.
- To notify you about any changes to our Website, such as improvements or service/product changes, that may affect our service.
- If you are an existing customer, we may contact you with information about goods and services similar to those which were the subject of a previous dealing with you.
- Please be advised that we do not reveal information about you to third parties or advertisers.

5. Storing your personal data

We may transfer data that we collect from you to locations outside of the European Economic area for processing and storing. In addition, it may be processed by staff operating outside the European Economic area who work for us or for our associated companies. By submitting your personal data, you agree to this

transfer, storing or processing. We will take all reasonable steps to make sure that your data is treated securely and in agreement with this privacy policy.

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. Data that is provided to us is stored on secure servers. The transmission of information via the internet is not completely secure and therefore we cannot totally guarantee the security of data sent to us electronically and the transmission of such data is entirely at your own risk. Disclosing your information

Where applicable, we may disclose your personal information to any member of our group. This includes:

- Our holding company and any subsidiaries
- Where we sell any or all of our business and/or our assets to a third party

6. Third party links

Our Website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other Website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

7. Access to information

The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £10 which covers our costs in providing you with the information requested. Should you wish to receive details that we hold about you please contact information_security_officer@sondrel.com.

8. Contacting us

We welcome any queries, comments or requests you may have regarding this policy please do not hesitate to contact us at:

information_security_officer@sondrel.com

If you would prefer to write to us then our contact address is:

Information Security Officer

Sondrel House,

Theale Lakes Business Park,

Moulden Way, Sulhamstead

Berkshire, RG7 4GB, UK

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