



## Privacy Policy (Effective 01.07.2020)

1. Eco-Tender are committed to protecting and respecting your privacy.
  - a. We collect personal information about our clients and suppliers who contact Eco-Tender or use our website. In this policy we explain when and why we collect personal & company information, how we use it, when it is appropriate to disclose to others and how we keep it secure.
  - b. From time to time we may be required or may choose to update this policy. By placing an order by phone, email or via [www.eco-tender.com](http://www.eco-tender.com) you are agreeing to be bound by this Policy.
  - c. If you have any questions relating to this Policy or privacy practices please send an email to [admin@eco-tender.com](mailto:admin@eco-tender.com) or write to Eco-Tender, 69b Pevensey Road, Bognor Regis, West Sussex, PO21 5NZ. Or you can contact us directly on 01243 697201.
2. How do we collect information from you?
  - a. Information is collected from you when we have been given the opportunity to quote, order or contact your business. In addition information may be collected if you are using the website and do not have an account already set up. These details are taken at the secure payment section of the website. Information may also be taken if you use our live chat service, phone or email us with a question, query or if you supply us with products or services.
3. What type of information is collected from you?
  - a. The data we collect might include your name, company name and head office address as well as any other delivery addresses, email addresses, telephone numbers, bank account details (for refunds).
4. Who has access to your information?
  - a. Your information is available to all staff of Eco-Tender, should your data be relevant and necessary to the performance of their role.
  - b. Your information may also be shared on occasion with third parties for the purposes of IT, marketing and promotional activities. Your information will not be sold to third parties.
5. How is your information used?
  - a. We may use your information to:
    - I. Process orders you have submitted to us.
    - II. Answer any enquiries on any of our products and services.
    - III. Notify you of any changes to our products and services.

- IV. Send you information about offers, promotions, surveys or further information about our products and services.
- V. Manage your account or the service that you provide to us.

6. Third Party's working on our behalf:

- a. We may pass your information to our third party suppliers, wholesalers or other partners for the purposes of fulfilling your enquiries, orders or quotations.
- b. On those occasions when we use third parties we will only disclose the relevant information required to complete the enquiry, order or quotation.
- c. Your information will not be provided to any other third party beyond our network that they would use for their own direct marketing purposes, unless you have requested us to do so or if we are required by law.

7. GDPR Opt-In

- a. If you wish to receive information, offers or promotions from us you are required by the new GDPR regulations to opt in to receive this. If you have not already opted in you can do so by following the instructions on the link below:

<https://www.eco-tender.com>

- b. We will not contact you for marketing purposes by email or phone unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

8. Your rights

- a. As a data subject, you have a number of rights. You can:
  - I. Access and obtain a copy of your data on request.
  - II. Require us to change incorrect or incomplete data.
  - III. Require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
  - IV. Object to the processing of your data where we are relying on its legitimate interests as the legal ground for processing.
  - V. Ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.
- b. If you would like to exercise any of these rights, please contact us on 01243 697201 or [admin@eco-tender.com](mailto:admin@eco-tender.com).
- c. Non-sensitive details like your email address, are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

9. Use of Cookies

- a. Cookies are small files saved to your computer's hard drive that track, save and store information about your interactions and usage on our website. This allows the website, through its server to provide you with a tailored experience within our website.
- b. Our website uses cookies to improve the users experience while visiting the website. Currently we operate an 'implied consent' policy which means that we assume you are happy with this usage. If you wish to deny the use and saving of cookies from our website on to your computer's hard drive you should take necessary steps within your web browsers security settings to block all cookies from our website and its external serving vendors.
- c. Our website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy for further information.

#### 10. Links to other websites

- a. Our website also includes links to other websites for the purpose of viewing, or completing orders for business cards or promotional and branded items. These websites are maintained by our partners and although we have taken steps to ensure that these are safe and relevant we cannot guarantee or verify the contents of any externally linked website despite our best efforts. You should therefore note you click on external links at your own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

#### 11. Transferring your information outside of Europe

- a. At present we do not operate with any suppliers, or wholesalers outside of the UK, therefore your data will not be transferred to countries outside of the European Union ("EU").

#### 12. Review of this Policy

- a. This Policy will be kept under regular review and amended in line with any future changes to legislation, regulation or law.