

Privacy Policy

In this privacy policy “we”, “us” or “our” refers to **Mantec Technical Ceramics Limited** our company details are as follows:

- registered in England and Wales
- company number: 05330054
- registered office address: Albion Works, Uttoxeter Road, Longton, Stoke-on-Trent ST3 1PH
- VAT number: 857 2744 92

Get in touch:

Email: info@mantectc.com (we will endeavour to reply to your email within 48 hours)

Phone: +44 (0)1782 377550 (you can contact our customer service team Monday – Friday between 9am – 3pm)

Post: Normacot Road, Longton, Stoke-on-Trent ST3 1PA (we will endeavour to reply to your letter within 14 days of receipt)

Online: via the contact form on our website at www.mantectechnicalceramics.com/contact (we will endeavour to reply to your enquiry within 48 hours)

For the purposes of data protection law we will be a controller of your personal information (this means we make decisions about how and why your information is used, and that we have a duty to ensure your rights are protected).

Your privacy is important to us.

This privacy policy explains how and why we collect and use personal information, and what we do to ensure it is kept private and secure.

We may need to make changes to this privacy policy from time to time to reflect changes in our business and changes in law and regulation; you can see when this privacy policy was last updated by checking the date at the bottom of this page. If you submit your personal details to us be sure to check back to this page to see if anything has changed.

1. Collecting and using your information

1.1. We may collect the following information and use it in the following ways:

1.1.1. If you enter into a contract with us for us to supply goods or services to you, you will need to provide us with your (or your employees or officers) name and contact details, including email address, postal address and phone number. We will use this information to supply the goods or services to you or comply with a legal duty.

1.1.2. If you are a business customer and you apply for credit we may ask for information from you (including name, address and company number) to determine your creditworthiness via our credit insurer or online credit information provider.

1.1.3. If you contact us to request information about us or our products or to make a complaint you will need to provide us with your (or your employees or officers) name, email address, postal address and phone

number. We will use this information to answer your enquiry, send you the requested information or literature or to respond to your complaint.

1.1.4. If you fill in a form on our website you will need to provide us with the information requested in the form marked as “required”, “mandatory” or similar. We will use the information for the purposes described on the relevant form.

1.1.5. If you visit our website we will collect the IP address used to access our website together with the dates and times of access. We will use this information for our internal purposes including website administration, to help improve our website, to analyse browsing actions and trends and to gather statistical information as to where people are accessing our site from.

2. Sharing with third parties

2.1. We will keep information about you, contracts between you and us and the goods and services we supply to you on servers used by other companies in our group. Whilst our information is kept separate to that of our other group companies, members of our group may access such information from time to time to provide us with management and administrative services. Each member of our group will process personal information in accordance with the terms of this privacy policy.

2.2. We will not share your information with any third parties except:

2.2.1. where we have your permission;

2.2.2. where required in order to fulfil your order including for the purposes of processing payment from you and delivering the products to you;

2.2.3. if you are a business customer, to credit reference agencies (to assist in our decision as to whether, and on what terms, to give your business credit);

2.2.4. to our professional advisers for the purposes of obtaining professional advice or establishing, exercising or defending legal rights;

2.2.5. to our suppliers (for instance suppliers that provide us with IT services or credit services providers); or

2.2.6. where we are required by law and to law enforcement agencies, government entities, tax authorities or regulatory bodies.

2.3. We will not share your information with third parties for marketing or market research without your explicit consent.

3. Promotional and marketing information

3.1. We like to keep customers and other businesses updated on the goods and services we supply and any news about our business. If we send you such information it is because we think these communications may be of interest or relevance to you. You can opt-out at any time by using the details set out below.

3.2. You can choose to receive promotional and marketing information from us by opting-in to such communications (there are various ways that you can do this including by giving us (or one of our employees or officers) your business card or by emailing us requesting us to send you marketing information). When you opt-in you will be able to choose what methods we use to contact you; either phone, post or email. You can change your preferences or opt-out at any time by using the details set out below.

3.3. If you change your mind about how you would like to receive such information or you no longer wish to receive this information, you can tell us at any time:

- 3.3.1. if you receive a marketing email from us and no longer wish to receive such emails from us; by using the “Unsubscribe” link in the email;
- 3.3.2. by contacting us (by email to info@mantectc.com with the word “Unsubscribe” in the subject line or by phone on +44 (0)1782 377550); or
- 3.3.3. by posting a letter to us including your full name, email address and the word “Unsubscribe”.

You can also contact us using these details if you wish to complain about a marketing communication you have received in error.

4. Accessing your information and other enquiries

- 4.1. If you:
 - 4.1.1. would like to find out what information we hold about you;
 - 4.1.2. believe that any of the information that we hold about you is incomplete, inaccurate or out of date;
 - 4.1.3. have any queries about how we use your information which you do not think are answered in this policy; or
 - 4.1.4. would like us to delete your information from our systems;please contact us using the contact details set out at the top of this page.
- 4.2. We will always try to respond to your request to your satisfaction however there may be situations where we are unable to do so (for example if we are required by law to keep your information).
- 4.3. If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you should contact the UK Information Commissioner’s Office, which oversees data protection compliance in the UK. Details of how to do this can be found at www.ico.org.uk.

5. Keeping your information safe

- 5.1. We employ a variety of physical, technical and organisational measures to keep your information safe and to prevent unauthorised access to, or use or disclosure of it. Electronic data and databases are stored on secure computer systems and we control who has access to them (using both physical and electronic means).
- 5.2. We cannot absolutely guarantee the security of the internet or external networks or your own device, accordingly any online communications (e.g. information provided by email or through our website) are at your own risk.

6. How long will we keep your information?

- 6.1. We will keep your information for as long as it is required for the purpose(s) we collected it for (or for a related compatible purpose, such as keeping a record of a transaction); for legal reasons this will usually be for 7 years.
- 6.2. We regularly review what data we have and delete that which is no longer necessary.

7. Where will we keep your information?

- 7.1. We will usually keep your information within the European Union (EU). If we or one of our subcontractors (such our IT service providers) need to transfer it outside of the EU then we will take steps to make sure adequate levels of privacy protection, in line with UK data protection law, are in place. These safeguards will usually be contractual and/or the result of a European Union decision which allows the transfer of your information (for example, a US organisation which is certified under the EU-

US Privacy Shield framework). If you would like to learn more about the Privacy Shield scheme please visit <https://privacyshield.gov/welcome>.

8. Cookies

- 8.1. Our website uses Google Analytics to help analyse how users use our website. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of our website (including your IP address) is transmitted to Google. This information is then used to evaluate visitor use of the website and to compile statistical reports on website activity.
- 8.2. We will not (and will not allow any third party) to use the statistical analytics tool to track or to collect any of your personally identifiable information. We will not associate any data gathered from our website with any personally identifying information from any source as part of our use of the Google statistical analytics tool. Google will not associate your IP address with any other data held by Google. Neither we nor Google will link, or seek to link, an IP address with the identity of a computer user.
- 8.3. We also use "cookies" to provide essential functionality on our website.
- 8.4. You have the ability to accept or decline cookies by modifying the settings on your web browser. If you use different web browsers or different devices to access our website you will need to change the settings on each of your web browsers and devices.
- 8.5. If you disable some or all cookies you may not be able to access parts of our website and/or you may reduce the features and functionality of our website.

9. Third party websites

Our website may contain links to third party websites. The privacy policy for those websites will be different to our privacy policy and you should read the applicable privacy policy before submitting information to any such third party.

This page was last updated on 21 May 2018.