



Axle Weight Technology GDPR and Privacy Statement

Axle Weight Technology Ltd (Axtec) is committed to ensuring the privacy of our customers, suppliers and other people that we have dealings with. In this policy we explain how we hold, process and retain your data.

We are committed to:

- ensuring that we comply with the eight data protection principles, as listed below
- meeting our legal obligations as laid down by the General Data Protection Regulation and the Data Protection Act 2018
- ensuring that data is collected and used fairly and lawfully
- processing personal data only in order to meet our operational needs or fulfil legal requirements
- taking steps to ensure that personal data is up to date and accurate
- establishing appropriate retention periods for personal data
- ensuring that data subjects' rights can be appropriately exercised
- providing adequate security measures to protect personal data
- ensuring that a nominated officer is responsible for data protection compliance and provides a point of contact for all data protection issues
- ensuring that all staff are made aware of good practice in data protection
- providing adequate training for all staff responsible for personal data
- ensuring that everyone handling personal data knows where to find further guidance
- ensuring that queries about data protection, internal and external to the organisation, is dealt with effectively and promptly
- regularly reviewing data protection procedures and guidelines within the organisation.

Data protection principles

1. Personal data shall be processed fairly and lawfully.
2. Personal data shall be obtained for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant, and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under the Data Protection Act 2018.
7. Appropriate technical and organisational measures shall be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

1.0 How do we use your personal data?

This section provides you with information about:

- a) what personal data we hold and process;
- b) in respect of personal data that we did not collect from you directly, where we obtained that data from, and what types of data we have collected;



- c) the purposes for which we may process your personal data; and
- d) the legal grounds on which we process your data

1.1 Contact Data

We may process contact details that you provide to us. This contact data may include your name, business address, telephone number, job title, and email address. You will have provided us with this data verbally, through our website, or via email contact. Sometimes your data will have been provided to us via a third party. We may use this data in a legitimate and contractual way, for example to discuss your weighing equipment needs, provide quotations, to discuss and arrange service and maintenance visits, for invoicing and credit control purposes, and for Health & Safety purposes.

Where you have provided your consent for us to do so, we may contact you regarding the latest Axtec product information.

1.2 Profile Data

It is unlikely that we will ever need to collect any profile data from you (biographical information such as your date of birth, marital status, home address) however, we may collect a business email address from you that could identify you as an employee. We may use this data in the same way outlined in 1.1 of this Privacy Notice.

1.3 Sensitive Data

We will not collect any sensitive data from you.

1.4 Website Data

We may process data about your use of our website. This website data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths. The source of the website data is our analytics tracking system, and we may process this data for the legitimate purpose of analysing the performance of our website, so that we can continually improve our service.

1.5 Correspondence Data

We may process information contained in or relating to any communication that you send to us. The correspondence data may be processed with the legitimate reason of communicating with you and record keeping.

1.6 Other processing activities

In addition to the specific purposes for which we may process your personal data set out above, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, a contractual obligation, or in order to protect your vital interests.

2.0 Retaining and deleting personal data

2.1 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. However, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, for our legitimate interests, or in order to protect your vital interests or the vital interests of another natural person.

3.0 Your rights

3.1 You may instruct us to provide you with any personal information we hold about you; provision of such information will be subject to:



- a) your request not being found to be unfounded or excessive, as defined by the appropriate legislation, in which case a charge may apply; and
- b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

3.2 We may withhold personal information that you request to the extent permitted by law.

3.3 You may instruct us at any time not to process your personal information for marketing purposes.

3.4 In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

3.5 The rights you have under data protection law are:

3.6 **Your right to access your data.** You have the right to ask us to confirm whether or not we process your personal data and, to have access to the personal data, and any additional information. That additional information includes the purposes for which we process your data, the categories of personal data we hold and the recipients of that personal data. You may request a copy of your personal data. The first copy will be provided free of charge, but we may charge a reasonable fee for additional copies.

3.7 **Your right to rectification.** If we hold any inaccurate personal data about you, you have the right to have these inaccuracies rectified. Where necessary for the purposes of the processing, you also have the right to have any incomplete personal data about you completed.

3.8 **Your right to be forgotten.** In certain circumstances you have the right to have personal data that we hold about you erased. For example, if there is no legitimate, legal or contractual reason for us to hold your personal data any longer, if you withdraw your consent to any processing which requires consent; the processing is for direct marketing purposes; or if the personal data has been unlawfully processed.

3.9 **Your right to restrict processing.** In certain circumstances you have the right to restrict the processing of your personal data. For example, if the data we hold about you is inaccurate, if the data has been processed unlawfully, or if you wish to be forgotten, or if you have objected to the processing of your personal data and are waiting for that objection to be verified.

3.10 **Your right to object to processing.** If you make an objection, we will stop processing your personal information unless we are able to demonstrate compelling legitimate grounds for the processing, and that these legitimate grounds override your interests, rights and freedoms.

3.11 **Your right to object to direct marketing.** You can object to us processing your personal data for direct marketing purposes. If you make an objection, we will stop processing your personal data for this purpose.

3.12 **Your right to data portability.** The right to data portability. This means, you request us to move your personal data over to you or to another data controller in accordance with the European Data Protection Regulation.

3.13 **Your right to withdraw consent.** If we have requested and you have given us your consent to process your personal data, you have the right to withdraw that consent in accordance with applicable laws;



3.14 Complaining to a supervisory authority. If you think that our processing of your personal data infringes data protection laws, you can lodge a complaint with a supervisory authority responsible for data protection. You may do this in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

3.15 Exercising your rights. You may exercise any of your rights in relation to your personal data by written notice to us.

4.0 IP Addresses and Cookies

4.1 What are cookies?

A cookie is a text file which typically contains two pieces of information, a site name and unique user ID, which is downloaded to your PC when you when visiting a site for the first time. When next visiting the site, your PC checks to see if there is a cookie and sends it back to the website, this offers personalised content for you.

For more reading please see <https://ico.org.uk/for-the-public/online/cookies/> and <http://www.allaboutcookies.org>

4.2 Why we collect cookies and IP addresses

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

4.3 How to block cookies

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies when you log on to our site.

Please note that our advertisers may also use cookies, over which we have no control.

GOOGLE CHROME

1. Select the Chrome menu icon.
2. Select Settings.
3. Near the bottom of the page, select Show advanced settings.
4. In the "Privacy" section, select Content settings.
5. Select Block sites from setting any data.
6. Select Done.

INTERNET EXPLORER / EDGE

1. Select the Chrome menu icon.
2. Select Settings.
3. Near the bottom of the page, select Show advanced settings.
4. In the "Privacy" section, select Content settings.
5. Select Block sites from setting any data.
6. Select Done.

FIREFOX

1. Select the Firefox menu icon.
2. Select Options.
3. Select Privacy Panel.
4. Set "Firefox will:" to "Use custom settings for history."
5. Uncheck "Accept cookies from sites."
6. You can also change whether to accept third party cookies and how long they are saved.
7. Close the menu and settings are automatically saved.

OPERA

1. Select Tools from the menu
2. Select Preferences...
3. Click on the Advanced tab
4. Select the "Cookies" section to the left
5. Select one of the three options to change whether or not to block cookies.
6. You can also view stored cookies by clicking Manage Cookies
7. Click Ok to save the changes

SAFARI

1. Select Safari > Preferences > Privacy
2. Enables you to view data stored
3. Remove stored cookies and data
4. Change how cookies and website data are blocked
5. Allow cookies temporarily.

4.4 Where do we store your personal data collected via our website?

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. We will use your personal data with the legitimate purpose to fulfil your order, to process your payment details and to provide support services. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Where we have given you (or where you have chosen) a password, which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our



site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

4.5 How we use your personal data collected via our website

We legitimately use personal data collected about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

5.0 Amendments

5.1 We may update this policy from time to time by publishing a new version on our website.

5.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

6.0 Contact Information

6.1 If you have any questions about our Company's privacy policy, the data we hold on you, or would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@axtec.co.uk

Call us: 01928 581575

Or write to us at: Axtec House
 Stuart Road
 Runcorn
 Cheshire
 WA7 1TS

6.2 Should you wish to report a complaint or if you feel that our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office by visiting their website and utilising their on-line live chat service or call the helpline on 0303 123 1113.

Signed:  Keith Gresham, Managing Director

Date: 4 September 2023