



Privacy Policy

PEF062 v1.0

Approvals

| Approval Name | Date | Signature |
|-------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
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| Quality Assurance | Date | Signature |
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The Approval signature denotes that this document has been approved at the appropriate level.

The Quality Assurance approval signature denotes this document has been reviewed and approved for conformity with the Perceptive Engineering Ltd QMS.

Revision History

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Table of Contents

| | |
|---------------------------------------------------------------|----------|
| 1. Introduction | 4 |
| 2. Information we May Collect From You | 4 |
| 3. Use of Cookies | 5 |
| 4. How We Use Your Information | 5 |
| 5. Disclosure of Your Information..... | 6 |
| 6. Security | 6 |
| 7. Your Rights..... | 7 |
| 8. Giving us Your Consent for Marketing Purposes | 7 |
| 9. Applicable Data Protection Law | 7 |
| 10. Changes To This Privacy Policy | 7 |
| 11. Contact Us | 8 |
| 12. References..... | 8 |

1. Introduction

Perceptive Engineering Ltd and its service providers are committed to protecting users' privacy, and we want to keep you informed of our privacy practices through this web site. This privacy policy applies to Perceptive Engineering Ltd and service providers that link to this notice. We encourage you to read this policy to ensure you understand our privacy practices.

This privacy policy, together with our Terms and Conditions [1], sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your Personal Data and how we will treat it in respect of your use of our website and associated services.

By using the Service, you are accepting the terms of this Privacy Policy. In the event of a conflict between the terms of this Privacy Policy and our Terms and Conditions, our Terms and Conditions will prevail.

2. Information We May Collect From You

We may collect and process the following information about you.

Information you give us.

If you decide to register with or use the Service you will be asked to provide certain information about yourself. You will voluntarily provide us with Personal Data which includes your name, email address and contact details when you:

- Purchase or register to use the Service.
- Request and receive Customer Support.
- Provide billing and payment information.
- Register for offers or events.
- Post comments on our website.
- Participate in discussion boards or other social media functions on our website.

Information we collect about you.

Each time you use the Service we may automatically collect the following information:

- Technical information that your browser sends whenever you visit a website or your mobile app sends when you are using it. This log data may include your Internet Protocol (IP) address, the address of the web page you visited before using the Service, your browser type and settings, the date and time of your use of the Service, information about your browser configuration and plug-ins, language preferences and cookie data.
- Information about your visit, including the full Uniform Resource Locators (URL), products you viewed or searched for; page response times, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- We may also collect publicly accessible data about you from social media websites that you visit when using the Service.

By submitting your Personal Data, you consent to the collection, use and transfer of your information in accordance with the terms of this Privacy Policy.

3. Use of Cookies

We use cookies on our website to help us to provide you with a good experience when you browse our website and also allows us to improve the website and Service.

It is possible to switch off cookies by setting your browser preferences. Please be aware that turning cookies off may result in a loss of functionality when using our website.

4. How We Use Your Information

We may use your information to:

- Process orders that you have submitted;
- To carry out our obligations arising from any contracts entered into by you and us;
- Seek your views or comments on the services we provide;
- Notify you of changes to our services;
- Send you communications which you have requested and that may be of interest to you. These may include information about new products or services, events, promotions of our associated companies' goods and services;
- Process a job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations and we will hold your personal information on our systems for as long as is set out in any relevant contract you hold with us.

We will only use information held about you for the following purposes:

Information you give to us:

- To communicate with you by responding to your requests and sending you emails and messages about invoicing and account management.
- To administer your account and keep track of billing and payments.
- To keep the Service secure by investigating and preventing abuse and fraud.
- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us.
- To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
- To notify you about any changes to our Service.
- To understand and improve our Services to you.

Information we collect about you.

- To administer our Service and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- To improve our Service to ensure that website content is presented in the most effective manner for you and the devices you use to access it.
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.
- To make suggestions and recommendations to you and other users of our Service about services that may interest you or them.

By using the Service, you agree that we can access, aggregate and use non-personally identifiable data we have collected from you. This data will in no way identify you or any other individual. We may use this aggregated non-personally identifiable data to:

- Assist us to better understand how our customers are using the Service.
- Provide our customers with further information regarding the uses and benefits of the Service.
- Provide useful business insights from the aggregated data.

5. Disclosure of Your Information

Information we share with third parties.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you and for the purposes of providing part of the Service to you. Such third parties supply the hardware infrastructure, storage and associated services necessary for us to provide the Service. All information submitted to third parties will be encrypted using SSL technology. By using our websites and/or the Service you consent to our third-party service partners having access to your Personal Data.
- Analytics and search engine providers that assist us in the improvement and optimization of our Service.

Personal Data we disclose to third parties.

We follow the strictest guidelines in the storage and disclosure of information, which you have given us in order to prevent any unauthorised access. We may disclose your Personal Data to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your Personal Data to the prospective seller or buyer of such business or assets.
- If Perceptive Engineering Limited or substantially all of its assets are acquired by a third party, in which case Personal Data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your Personal Data in order to comply with any legal obligation, or in order to enforce or apply our Customer Terms and/or any other agreements; or to protect the rights, property, or safety of Perceptive Engineering Limited, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

6. Security

The security precautions we have in place to protect the loss, misuse or alteration of your information:

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect. Credit card information is securely stored digitally and deleted when no further charges are scheduled or due.

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected using 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear at the top section of your web browser.

Non-sensitive details (your email address etc.) 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.

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

The Service may contain links to and from third party websites of our partners, networks, advertisers and affiliate. If you follow a link to any of these websites, please note that these websites have their own privacy policies and we do not accept any responsibility or liability for the privacy practices or content of these websites.

7. Your Rights

In line with current data protection regulations, you have the right to access information held about you. These rights are as follows:

- To receive any information relating to processing of personal data in a concise, transparent, intelligible and easily accessible form, using clear and plain language
- The right of access: to your own personal data, a description of how it is being used, the source, how to exercise your rights and to complain etc.
- The right to rectification
- The right to erasure ('right to be forgotten')
- Right to restriction of processing
- Right to data portability
- Right to object
- Right not to be subject to automated individual decision-making and profiling

A full explanation of your rights can be found on the Information Commissioners Office (ICO) website.

8. Giving Us Your Consent for Marketing Purposes

You have a choice about whether or not you wish to receive information from us. If you do want to receive direct marketing communications from us about our products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent.

9. Applicable Data Protection Law

For the purpose of the General Data Protection Regulation, the data controller is Perceptive Engineering Limited, a private limited company registered in England whose registered office is at Vanguard House, Keckwick Lane, Sci Tech Daresbury, Cheshire, WA4 4AB, United Kingdom

10. Changes To This Privacy Policy

We reserve the right to change this Privacy Policy at any time. Please check back frequently to see any updates or changes to our Privacy Policy.

This Privacy Policy was last updated on **25 May** 2019 and replaces any other Privacy Policy previously applicable from this date.

11. Contact Us

If you have any questions, complaints or requests concerning this Data Protection and Privacy Policy please contact us at Perceptive Engineering Ltd, Vanguard House, Keckwick Lane, Sci Tech Daresbury, Cheshire, WA4 4AB, United Kingdom.

12. References

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| [1] | PEF029 | Standard Terms and Conditions |
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| Approval Name | Date | Signature |
|--------------------------|-------------|------------------|
| J. Mack | | |
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The Quality Assurance approval signature denotes this document has been reviewed and approved for conformity with the Perceptive Engineering Ltd QMS.

This page is for QMS records only and does not need to be printed or filed each time the associated form is used or completed.

Revision History

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|-----------------|-----------------------|-------------|---------------|------------------------------------------------------------------------|
| 1.0 | n/a | | | First release of this template |
| 2.0 | QMS092 | 3 Feb 2012 | J. Derrick | Amend copyright dates |
| 3.0 | QMS132 | 11 Jan 2013 | J. Derrick | Updated layout |
| 4.0 | QMS169 | 24 Dec 2013 | K. Smith | Fix page numbering error |
| 5.0 | QMS170 | 7 Feb 2014 | A. Mitchell | Fix © year |
| 6.0 | QMS183 | 21 Mar 2014 | J. Derrick | Revise company address |
| 7.0 | QMS196 | 1 Aug 2014 | J. Derrick | Remove embedded © year |
| 8.0 | QMS279 | 23 May 2017 | S. Mazier | Raised to QMS document |
| 9.0 | QMS321 | 2 Oct 2017 | S. Mazier | Amended following QMS Audit to include template and version in footer. |
| 10.0 | QMS347 | 19 Oct 2017 | S. Mazier | Amended reference to table fonts. |

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|------|--------|-------------|------------|--------------------------------------------------------------|
| 11.0 | QMS388 | 28 Jun 2018 | M. O'Brien | Removed PEL address from front page, and changed to new logo |
|------|--------|-------------|------------|--------------------------------------------------------------|