

# EX Networks Limited

## Privacy Policy

Issued: 14/05/2018

Version 2.0

<https://www.exn.uk/resources/>

# Privacy Policy

This document informs you of our policies regarding the collection, use and disclosure of Personal Data when you use our Website and Services.

We will not use or share your information with anyone except as described in this Privacy Policy.

We use your Personal Data for providing and improving our Services. By using the Services, you agree to the collection and use of information in accordance with this policy.

Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Master Service Agreement.

## Contents

Privacy Policy .....	2
Introduction .....	3
What data we gather .....	3
How we use this data .....	3
How can you correct data we hold .....	3
Data Retention .....	4
Log Data .....	4
Cookies and how we use them .....	4
What is a cookie? .....	4
How we use cookies .....	4
Controlling cookies .....	4
Controlling information about you.....	5
Service Providers .....	5
Business Transaction .....	5
Security .....	5
International Transfer .....	6
Communications .....	6
Links from our site .....	6
Children's Privacy .....	6
Jurisdiction .....	6
Compliance with Laws .....	6
Changes to this Privacy Policy .....	6
Data Breaches .....	7
Contact Us .....	7

## Introduction

We gather and use certain information about individuals in order to provide goods and Services and to enable certain functions on this website.

We also collect information to better understand how visitors use this website and to present timely, relevant information to them.

## What data we gather

We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information, such as postcode, preferences and interests
- Website usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers and surveys

## How we use this data

Collecting this data helps us understand what you are looking from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records.
- To improve the products and services we provide.
- To contact you in response to a specific enquiry.
- To customise the website for you.
- To send you promotional emails about products, services, offers and other things we think might be relevant to you.
- To send you promotional mailings or to call you about products, services, offers and other things we think might be relevant to you.
- To contact you via email, telephone or mail for market research reasons.

## How can you correct data we hold

If you believe, we hold personal data on you and wish to request access to it or to correct it you can make a request through our contact page:

<https://www.exn.uk/contact-us/>

Please provide as much information as you can about what data you believe we hold and what corrections should be made.

For personal data that we have about you:

- **Delete Data:** You can ask us to erase or delete all or some of your personal data (e.g. if it is no longer necessary to provide Services to you).
- **Change or Correct Data:** You can edit some of your personal data through your account. You can also ask us to change, update or fix your data in certain cases, particularly if it's inaccurate.

- Object to, or Limit or Restrict, Use of Data: You can ask us to stop using all or some of your personal data (e.g. if we have no legal right to keep using it) or to limit our use of it (e.g. if your personal data is inaccurate or unlawfully held).

Right to Access and/or Take Your Data: You can ask us for a copy of your personal data and can ask for a copy of personal data you provided in machine readable form.

## Data Retention

We may hold your data indefinitely unless otherwise instructed.

## Log Data

We may also collect information that your browser sends whenever you visit our Services ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics. This data is also used to assist us in providing security measures to protect to our services and any data that is transmitted or stored.

## Cookies and how we use them

### What is a cookie?

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

### How we use cookies

We may use cookies to:

- Analyse our web traffic using an analytics package. Aggregated usage data helps us improve the website structure, design, content and functions.
- Identify whether you are signed in to our website. A cookie allows us to check whether you are signed in to the site.
- Test content on our website. For example, 50% of our users might see one piece of content, the other 50% a different piece of content.
- Store information about your preferences. The website can then present you with information you will find more relevant and interesting.
- To recognise when you return to our website. We may show your relevant content, or provide functionality you used previously.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

### Controlling cookies

You can use your web browser's cookie settings to determine how our website uses cookies. If you do not want our website to store cookies on your computer or device, you should set your web browser to refuse cookies.

However, please note that doing this may affect how our website functions. Some pages and services may become unavailable to you.

Unless you have changed your browser to refuse cookies, our website will issue cookies when you visit it.

## Controlling information about you

When you fill in a form or provide your details on our website, you may see one or more tick boxes allowing you to:

- Opt-in to receive marketing communications from us by email, telephone, text message or post.

If you have agreed that we can use your information for marketing purposes, you can change your mind easily, via one of these methods:

- Sign in to our website and change your opt-in settings
- Send an email to [sales@exn.co.uk](mailto:sales@exn.co.uk)
- Write to us at our head office

We will never lease, distribute or sell your Personal Data to third parties unless we have your permission or the law requires us to.

Any Personal Data we hold about you is stored and processed under our data protection policy, in line with the Data Protection Laws.

## Service Providers

We are a Service provider and may employ third party companies and individuals to facilitate our Services, to provide the Services on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose

## Business Transaction

If EX Networks Limited is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy. In the event of such a transfer of information, your rights under the Data Protection Act 1998 are not affected.

## Security

The security of your Personal Data is important to us, but remember that no method of transmission or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security. As such we make no warranties as to the level of security afforded to your data, except that we will always act in accordance with the relevant UK and EU legislation.

If you are located outside the United Kingdom and choose to provide information to us, please note that we transfer the information, including Personal Data, to the United Kingdom and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

## International Transfer

Your information, including Personal Data, may be transferred to – and maintained on – computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

Any data that we store or host on your behalf will be retained within the European Economic Community, unless you request otherwise in writing.

## Communications

We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us.

## Links from our site

Our website may contain links to other websites.

Please note that we have no control of websites outside the [www.exn.uk](http://www.exn.uk) domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy.

Always be wary when submitting data to websites. Read the site's data protection and privacy policies fully.

## Children's Privacy

Our Service does not address anyone under the age of 13 ("Children").

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your Children have provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from a child under age 13 without verification of parental consent, we take steps to remove that information from our servers.

## Jurisdiction

This Policy shall be governed and construed in accordance with the laws of England and Wales, without regard to its conflict of law provisions.

## Compliance with Laws

We will disclose your Personal Data where required to do so by law or in accordance with an order of a court of competent jurisdiction, or if we believe that such action is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our Service.

## Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## Data Breaches

EX Networks Information Security is committed to protecting EX Networks' employees, partners, customers and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Please refer to our Data Breach Response Policy.

## Contact Us

If you have any questions about this Privacy Policy, please contact us.

<https://www.exn.uk/contact-us/>