

Privacy Notice

This is the privacy notice of Caramarine (SW) Ltd trading as Caramarine. In this document, "we", "our", or "us" refer to Caramarine (SW) Ltd or Caramarine.

We are company number 9902106 registered in England and Wales.

Our registered office is at 8 Jesu Street, Ottery Saint Mary, Devon, EX11 1EU.

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy in relation to the use of our website, your only recourse is to leave our website immediately.
3. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website and customers that provide us with any information are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website or which you otherwise provide to us.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation with you

When we create an account for you on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- 1.1. verify your identity for security purposes
- 1.2. sell products to you
- 1.3. provide you with our services
- 1.4. provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you with more information about our business, including our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our conditions of sale.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may

aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to our sales agents operating on our behalf whom we employ to provide a sales and customer service facility in your area.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at sales@caramarine.com or via our website www.caramarine.com. However, if you do so, you may not be able to use our website or our services further.

3. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage risk
- protecting your interests where we believe we have a duty to do so

4. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Specific uses of information you provide to us

5. Information provided on the understanding that it will be shared with a third party

Our website does not allow anyone to post information with a view to that information being read, copied, downloaded, or used by other people.

We use an inventory management and customer management software system called Kudos. This system stores customer information including contact details and purchasing history on files on our computer system which is password and virus protected. In addition, some of this information is stored on Kudos's servers which are both encrypted and password protected.

Kudos does not process any customer information other than on the basis of providing us with a secure inventory management and customer management software system.

This information is periodically backed-up from our main office computer to an external hard drive which is removed and locked away in a security safe at our premises. Access to the keys to this safe is only available to the directors of Caramarine – Robert Macnab and Jane Allerton.

6. Complaints regarding content on our website

Our website is not a content publishing medium. No-one can register and then publish information about himself, herself or some other person on our website.

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

7. Information relating to your method of payment

We do not have any facilities on our website to take payments from customers, all purchases are invoiced for and payment taken separately either by bank transfer or by cheque.

Occasionally customers may ask to pay invoices by credit or debit card. These payments are processed online using Sumup's secure online portal, Caramarine does not take or keep any customer payment information taken by card. Please follow this link <https://sumup.co.uk/privacy/> to view Sumup's privacy notice.

8. **Unsolicited E-mail Policy**

Customer privacy is of utmost importance to us and our success depends on our ability to maintain the trust of our customers and this includes keeping unsolicited email contact to a minimum.

Before customers can receive email messages from us, customers must have agreed to receive such messages by completing and sending us a new account application form. The information on the form will be used to establish a new customer account.

The following outlines the occasions when we may make contact with you by email once an account has been set up.

Each month we send out by email outstanding balance statements to customers who have recently made purchases to inform them of any amounts that are due for payment.

In addition, from time to time we may send customers the following email communications:

- information about products that are on special offer
- notices about opening hours or periods when the business may be closed for holidays
- delivery of new product information such as catalogues and brochures
- delivery of leisure market specific information which may be of interest to our customers.

Any customer or recipient of email communications from us can request at any time to be removed from our customer contact list by contacting us at sales@caramarine.com requesting they be removed from all future email communications. This may though limit our ability to serve you as a customer.

All emails promoting our business and its products are sent only to customers who have agreed to receive such messages. You should never receive email communications purporting to be from us promoting other unrelated products or services. We do not use any external third parties in the marketing or promotion of Caramarine.

If you do receive any unsolicited marketing or other emails purporting to be from us but the email address is not exactly the same as any of the addresses listed below, then we suggest you delete them without opening them. The only email addresses we will ever correspond with you from are:

sales@caramarine.com

jane@caramarine.com

robert@caramarine.com

The only time you may be contacted by a third party on our behalf is when we are conducting genuine market research.

Please be reassured that we will never share your email addresses with any other companies or businesses other than our own appointed sales agents. We will never supply your email addresses to any third parties unless we are legally required to do so.

9. Job application and employment

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

10. Sending a message to our support team

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business and to provide you with a level of service that you would expect.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

11. Complaining

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

12. Affiliate and business partner information

This is information given to us by you in your capacity as an affiliate of us or as a business partner.

It allows us to recognise visitors that you have referred to us, and to credit to you commission due for such referrals. It also includes information that allows us to transfer commission to you.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or partner to agree to reciprocate this policy.

Use of information we collect through automated systems when you visit our website

13. Cookies

For information about how we use cookies on this website, please refer to our separate cookie policy.

Disclosure and sharing of your information

14. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes use a third party to carry out research on potential customers and to provide us with a database of customer prospects for sales development purposes.

This information can but not always include a contact name and a business address which our appointed third party has asked for when making contact by telephone so that we can send customer prospects more information about our business, usually in the form of providing a copy of our catalogue together with a letter.

Once this information is passed to us in the form of a spreadsheet, we instruct the appointed third party to delete the information from their computer and any storage device(s) they may use. We only retain this information for sales development purposes. This information is

stored by us in a spreadsheet on an external hard drive which is locked away in a secure safe at our premises. The information is not stored on our main office computer so as to prevent malicious access to the data.

15. Third party advertising on our website

We have no facilities to enable third parties to advertise on our website and third parties may not therefore advertise on our website.

Credit reference

To assist in combating fraud, we may share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

16. Data may be processed outside the European Union

Our websites are hosted in the United Kingdom.

We may also use outsourced services in countries outside the European Union from time to time in other aspects of our business.

Accordingly data obtained within the UK or any other country could be processed outside the European Union.

For example, some of the software our website uses has been developed in India.

We use the following safeguards with respect to data transferred outside the European Union:

- 16.1. the data protection clauses in our contracts with data processors include transfer clauses written by or approved by a supervisory authority in the European Union, specifically that in the country of the United Kingdom.

Access to your own information

17. Access to your personal information

17.1. At any time you may review or update personally identifiable information that we hold about you, by signing in to your account on our website.

17.2. To obtain a copy of any information that is not provided on our website you may send us a request at sales@caramarine.com.

17.3. After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you (normally this will not incur any fees).

18. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at sales@caramarine.com

Removal of this information may limit the service we can provide to you.

19. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Other matters

20. Use of site by children

20.1. We do not sell products or provide services for purchase by children, nor do we market to children.

20.2. If you are under 18, you may use our website only with consent from a parent or guardian

21. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

22. How you can complain

22.1. If you are not happy with our privacy policy or if have any complaint then you should tell us by email. Our address is sales@caramarine.com

- 22.2. If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
- 22.3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

23. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- 23.1. to provide you with the services you have requested;
- 23.2. to comply with other law, including for the period demanded by our tax authorities;
- 23.3. to support a claim or defence in court.

24. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

25. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us at sales@caramarine.com or by telephone 01305 774554.

Updated January 2020