

SMART-TAB PRODUCTS LTD: PRIVACY STATEMENT

We are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

By using our website, contacting us or working with us you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to:

accounts@smart-tabproducts.com

Who are we?

We are Smart-Tab Products Limited of Unit 34 First Avenue, Westfield Industrial Estate, Midsomer Norton, Bath BA3 4BS. We develop and manufacture unique and cost-effective security print solutions for organisations. Our company deals solely with other businesses and brokers and not with individuals as end-users of our products.

How and why we collect and use personal information?

We obtain information about you when:

- you contact us about our products – by email or phone
- you start doing business with us

| HOW | WHY |
|---|--|
| We use your personal and contact information to create you as a new customer on our system or to provide you with a quote prior to your acceptance of costs. | Necessary for pursuing a legitimate business interest |
| We use your personal and contact information, and transaction details about you, to manage your account, including Credit Control and Credit Assessment. | Necessary for pursuing a legitimate business interest and for the performance of any contracts with you. |
| We use the personal and contact information provided by you, copies of your communications with us, and transaction details, to manage our relationship with you. | Necessary for pursuing a legitimate business interest and compliance with Legal Requirements e.g. VAT and other statutory obligations |
| We may use your personal and contact information, information about any transaction between you and us, information or technical information, in order to undertake analysis for the purposes of identifying and dealing with any fraud or fraudulent activity. | For compliance with Legal Requirements e.g. VAT and other statutory obligations |

What information is collected?

The personal information we collect might include your name, address, phone number or email address.

Retention of information

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. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or if is set out in any relevant contract you hold with us.

Who has access to your information

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

How you can access and update your information

The accuracy of your information is important to us. You have the right to ask for a copy of the information we hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

We do not hold any sensitive personal information (as defined in GDPR).

Non-sensitive personal details (your email address etc.) are encrypted when transmitted over the Internet when using systems within our control (e.g. our website and our other hosted services like exchange email). However, if you submit information to us using a system outside our control (e.g. your personal email account) we cannot guarantee it to be 100% secure whilst in transit to us as it may be transmitted unencrypted across the internet.

We strive to protect your personal information however 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.

Use of 'cookies'

Like many other websites, our website uses cookies. This helps us to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

16 or Under

We do not knowingly hold or collect any data relating to those 16 and under and ask that you do not submit any personal information to us if you fall into this category. If, however you do send us personal information and are aged 16 or under, please get your parent/guardian's permission beforehand.

Transferring your information outside of Europe

In most cases your data is stored within UK data centres and occasionally the European Union. In the unlikely event the information which you provide to us is to be transferred to countries outside the European Union ("EU") we will inform you and we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Policy Review

We keep this Policy under regular review. This Policy was last updated in November 2023.