

## Company Privacy Statement

At Amplus Ltd, we care about how your personal information is shared. We take your privacy seriously and work hard to maintain our security procedures in order to protect your data.

The information we collect about you, if you agree to provide it, will allow us to contact you, send information to you about products and/or services where you have registered an interest and provide professional services to you.

In providing us your information you thereby consent to us processing it for this purpose.

### **The data we collect about you**

The information you give us may include; your name, address, email address, IP address, phone number, together with financial information.

### **Information you provide to us**

When you use our website ([www.AmplusLtd.com](http://www.AmplusLtd.com)), we may collect personal information you have given us by completing forms.

We also collect information you provide when opening an account with us, by entering into a contract with us, or by correspondence with us by email, letter, phone or other methods. This includes data provided by you when subscribing to newsletters or other information services, placing an order for products or services, when reporting a problem with our site, or otherwise contacting us.

### **Information we automatically collect**

With regard to your use of our website, we may automatically collect technical information - such as your; internet protocol (IP) address, time zone, browser type/version with plug-in types/versions, device information (operating system and platform).

We may also collect information about your visit such as your Uniform Resource Locators (URL), including the date and time, products viewed/searched; site response times, downloads, errors, page visit time length, interaction (scrolling, clicks, mouse-overs), exit methods away from pages, route to our site from other websites, with the address of other sites, or from search engine links to our site including search engine address and search term used.

### **Information we receive from other sources**

We may use third-party information, which may be combined with information you have provided to us and/or information collected by us, which may be used for the purposes we have defined above.

### **How your information is used**

All data processed will be held for reasons of contract, legal basis, legitimate need or with your explicit consent.

The information we hold about you is used for account administration, including opening up an account, verifying your identity, undertaking credit related searches, invoicing, managing credit limits and payments. We also use your information to meet our obligations within any contracts between us and to meet your requests for information and/or products and services.

We may also notify you of changes to our products or services or make suggestions/recommendations that may interest you.

We may use information that we collect about you to manage our website, as well as for our efficient operations, which includes analysis, research, statistical and survey uses, together with testing and troubleshooting; to improve our website and content for users and their devices; to allow you to interact with our website and take advantage of our online services whenever you may elect to do so; to ensure our site is safe and secure by monitoring activities within the context of continual process improvement, which is a best practice requirement of the GDPR; to monitor advertising and marketing effectiveness for users, and/or to fine-tune advertising by relevance to users; to enable targeted suggestions/recommendations to users about products and services that may be of interest.

### **How we share and disclose information to third parties**

We do not rent or sell your personal Information. We may share and disclose information (including personal information) to third party suppliers and service providers, who we employ to perform tasks on our behalf. We have data processing agreements with each of these companies. These companies include (for example) our suppliers who require customer information for warranty purposes, and email service providers (e.g. Mailchimp). No data is sent outside of the EU area.

### **Contact**

Should you choose to contact us by email address or telephone your name and other contact details such as phone number and address that you have provided will be stored on our server, located in our offices or on our cloud-based storage. We consider these platforms to be third party data processors (see section above). Your email address will remain within the platform databases for as long as we continue to use these platforms, or until you specifically request removal from the list.

### **How long we retain your information for**

If you request a quotation and/or enter into a contract, verbal or otherwise, we will retain your information for as long we are required by law to retain that information, which is generally ten years. Thereafter the information will be destroyed without further notice.

### **Marketing Communications**

You do not send unsolicited marketing communications, but should we decide to do so in the future, we ask you to email us to request that you are removed from the mailing list from any future communications we may send. If you are an active customer, we will send you non-promotional communications with regards to the services we are providing. All customers have the right to unsubscribe from these marketing communications.

## Your legal rights

Under certain circumstances, you have the following rights under data protection laws in relation to your personal data:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.
- Right to complain to the Office of the Information Commissioner at 2<sup>nd</sup> Floor, 5 Castle Street. St. Helier. JE2 3BT

## Security and confidentiality

All personal data we hold is protected by us in accordance with the Principles (Article 5) of the GDPR. We have in place reasonable and appropriate controls to ensure confidentiality and data privacy.

## Third-party policies

Amplus Limited is only responsible for its own privacy policy.

Our website includes links to or from other websites, such as our partners and other affiliated organizations. Each of these websites is required under the GDPR to provide users with access to their privacy policy.

## Cookies

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of their movements and actions on a site. We use cookies on our website. Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask you to consent to our use of cookies when you first visit our website.

We may use analytics cookies that anonymously remember your computer or mobile device when you visit our website. They may keep track of browsing patterns and help us to build up a profile of how you use the website.

We do not intentionally use platforms such as Google Analytics, which would allow us to collect data about website usage. This data does not include personal data.

You can block cookies by changing the setting of your browser, which allows you to refuse all or some cookies.

## Contact us

If you have any questions, please contact us:

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Tel (01534) 863545      Email: [admin@amplusltd.com](mailto:admin@amplusltd.com)

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