

**PRIVACY POLICY**

Master Abrasives Ltd is an independent UK-based manufacturer and supplier. This privacy policy explains how we use any personal information we collect about you when you request a quotation, place an order, use our website or sign up to receive marketing information.

What information we collect about you

We collect information about you when you make an enquiry, request a quotation, or place an order for products or services. This information would include your name, company details, contact details and logs of any interactions (calls, emails, face to face).

We also collect information when you voluntarily complete customer satisfaction surveys, provide feedback and participate in competitions. Website usage information is collected using cookies.

How we use this information

We collect information about you to process your order or enquiry, manage your account and, if you agree, to contact you about any other products, services or company updates we think may be of interest to you. Please be aware your company will automatically be placed on our mailing list when ordering from Master Abrasives Ltd. You have the right at any time to unsubscribe.

We will not share your information for marketing purposes with any other company.

Master Abrasives Ltd uses certain trusted third parties to help us provide our products and services (for example payment processing and freight carriers). These third parties will only access your information to perform tasks on our behalf. They will only be given the minimal amount of information required to perform the task. They will not use or share your information for any other purpose.

In processing your orders and/or setting up an account, we may send your details to, and also use information from, credit reference agencies and fraud prevention agencies. We may also request contact details for trade references who will be contacted to confirm basic information regarding your payment and business relationship history.

We will never use your information for automated decision making, or profiling

How do we protect visitor information?

Our website is scanned on a regular basis for security breaches and known vulnerabilities to make your visit to our site as safe as possible. We also comply with the Data Protection act 1998 and

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relevant legislation, including the General Data Protection Regulation (GDPR) that is effective from May 25th, 2018.

How long do we store your information?

We keep your information for as long is necessary for the purpose that it was given. You can opt-out at any time via the unsubscribe link present in every marketing e-mail that we send or by contacting us directly using the contact details at the bottom of the web page.

Marketing

We would like to send you information about our company updates, products and services. If you would like to hear about our special offers and news, please click here <http://www.master-abrasives.co.uk/contact-us.aspx>

If you have consented to receive marketing, you have the right at any time to opt out. All newsletters by email will contain a link to unsubscribe. You can also call, email or write to us using the contact details at the bottom of this web page.

Please be aware your company will automatically be placed on our mailing list when ordering from Master Abrasives Ltd. You have the right at any time to unsubscribe.

We will not share your information for marketing purposes with any other company.

Your Rights

Contacts have the right to ask for their information to be removed from our database by unsubscribing from e-mail communications or by contacting Master Abrasives Ltd directly.

Customers have the right to request access to their data. If you would like a copy of some or all of your personal information, please email or write to us at the address at the bottom of this web page. Master Abrasives Ltd will make requested data available within 30 days.

If you would like to understand your information rights in full, please use the website for the Office of the Information Commissioner at <https://ico.org.uk/>

Do we use Cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enables the site's or service provider's systems to

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recognise your browser and capture and remember certain information. We use cookies to help us compile data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

For further information visit <http://www.master-abrasives.co.uk/cookies.aspx>

You can choose to have your computer warn you each time a cookie is sent, or you can choose to turn off all cookies through your browser settings. Please look at your browsers Help menu to learn the correct way to modify your settings.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so if you link to other websites, you should read their own privacy policies.

Updates to our privacy policy

As our business changes we will update this policy from time to time. Please be aware that we will issue marketing materials to indicate that we have changed this policy. If you continue to use our services after we have changed our policy, we will consider that you have accepted the changes.

This privacy policy was last updated on 3rd July 2018.

Contact Us

Please contact us if you have any questions about our privacy policy or the information we hold about you. To do so, please email or write to us using the following contact details:

Master Abrasives Ltd

High March

Long March Industrial Estate

Daventry

Northants

NN11 4PG

Phone: +44 (0) 1327 703813

sales@master-abrasives.co.uk

<http://www.master-abrasives.co.uk/contact-us.aspx>