



## Privacy Policy

We are committed to ensuring that your privacy is protected. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy. When you open an account with us, we need to know your name, company name, registered and trading addresses for your business. We also require residential addresses for the Directors and shareholders. Email address and landline telephone numbers are sourced for communication purposes. We also collect copies of your registration certificate, vat certificate and source credit checks on your company.

When you place a sales order with us we also require a delivery address and payment confirmation. The information you provide is then used by us for the purposes set out in this clause. You agree to us and people to whom we pass on your personal information to contacting you by post, e-mail, SMS or telephone. We gather this information to allow us to process any orders you may make. We, our agents and sub-contractors use the information to provide you with the goods ordered and to communicate with you on any matter relating to the conduct of your account with us.

We do not aggregate your information and statistics externally nor do we provide internally aggregated information to third parties. Any statistics will not include information that can be used to identify any individual.

From time to time we may provide your information to government agencies under the Finance Act 2008. If you wish to be notified of any such disclosures, your request must be in writing.

We may also wish to provide you with information about special offers or any other service or products we think may be of interest to you or related information from third parties we think may be of interest to you.

We may also provide your information to carefully selected third parties whose products or services we believe may be of interest to you.

If you **do not wish us to disclose your information** in any of the ways set out above (other than is necessary for the performance of our obligations under our agreement or permitted by law), please send an email to our Data Protection Controller at [renee@outernational.co.uk](mailto:renee@outernational.co.uk)

We also keep your information confidential and our internal procedures cover the storage, access and disclosure of your information as required by current Data Protection legislation.

If this business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers will be passed on to the new owners of the business. If any of the information that you have provided to us changes, for example if you change your e-mail address, name or payment details please let us know immediately by sending an e-mail to [renee@outernational.co.uk](mailto:renee@outernational.co.uk)

By submitting your information you consent to the use of that information as set out in this policy.

Owing to the global nature of the Internet infrastructure, the information you provide may be transferred in transit to countries outside the European Economic Area that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information. By submitting your information you consent to these transfers.

Calls may be recorded for our mutual protection and for training purposes.