

Privacy Policy

OWD Group

Internet Privacy & Cookie Policy

Effective from 25th March 2022

Last updated 25th March 2022

Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users, the website and the website owners. The way this website processes, stores and protects user data and information will also be detailed within this policy.

This internet privacy policy for owdgroup.com (the "website") is effective from 25th March 2022.

This website is the property of OWD Group. The privacy of all visitors to this website is important to us. This privacy and cookie policy explains privacy matters and the use of cookies on this website.

This policy covers all data that is shared by a visitor with us, whether directly via owdgroup.com or via email and provides an explanation of what happens to personal data, whether it is shared with us, or collected by us.

For the purpose of the Data Protection Act 1998 our data controller is OWD Group. For any enquiries regarding data collection please email: sales@owdgroup.com

1. Information we may collect from you

We may collect and process the following information about you:

a) Information you provide to us:

You may provide us with information by filling in forms on our website or by corresponding with us by 'phone, email or otherwise. This includes information you provide when you use the 'Contact' form or you report a problem with our site. The personal information you provide may include your name, address, email address and phone number. By providing us with this information, you expressly consent to our use of your sensitive personal information in accordance with this privacy policy.

b) Information we may collect about you:

When you visit our website, we may automatically collect and process details of your visits to our website and the resources that you access including, but not limited to products you view, traffic data, location data, weblog statistics and other communication data.

2. Use of cookies

'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. We use cookies on our website for user experience, insights and measurement. Our cookies

collect statistical data about your browsing actions and patterns, but do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better, more personalised service.

Your browser or device may offer settings that allow you to choose whether browser cookies are set and/or to delete them. For more information regarding these controls, visit your browser or device's help material.

3. Information we receive from other sources

We use third party vendors and hosting partners to provide the necessary equipment required to run the service and may receive information about you from them. Specifically, Google Analytics and Facebook. This may be combined with other information you provide to us, as described above.

4. How is your information used?

We may use your information to help fulfil our services in order to:

- Provide you with information requested relating to our products or services and to provide information on other products, which we feel may be of interest to you - if you have consented to receive such information.
- To meet our contractual commitments to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.
- If you are an existing customer, we may contact you with information about goods and services similar to those which were the subject of a previous sale to you.
- We may use your information for marketing in order to:
 - a) Measure or understand the effectiveness of advertising we serve to our site visitors, and to deliver relevant advertising specifically to you, which may be based on your activity on our website;
 - b) To make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them, which may be based on your activity on our website.

5. Storing your personal information

OWD Group collects data and stores it. We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

6. Your rights

You have the right to ask us not to process your personal information for marketing purposes. You can exercise this right at any time by contacting us via email: sales@owdgroup.com

7. Access to information

The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £10.00, which covers our costs in providing you with the information requested.

Should you wish to receive the details that we hold about you, please contact us using the contact details below.

8. Contacting us

We welcome any queries, comments or requests you may have regarding this policy. Please do not hesitate to contact us - email: sales@owdgroup.com