



BES Group

ESTD 1859

BES Group website privacy policy

Policy version: 1st November 2023

www.besgroup.com (our website) is provided by BES Group, a group of companies currently comprising:

- **British Engineering Services Limited**, incorporated and registered in England and Wales with company number 09299727, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 226538502. FCA Registration No: 710326
- **Vertigo Inspection (ROI) Limited**, incorporated and registered in Ireland with company number 566073, whose registered office is First Floor, Riverside Two, 43-49 Sir John Rogerson's Quay Dublin, Dublin 2, Dublin, Ireland. VAT No: IE3382732IH
- **UK Road Tanker Inspection Limited**, incorporated and registered in England and Wales with company number 08530768, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 226538502
- **British Engineering Services Asset Reliability Limited**, incorporated and registered in England and Wales with company number 04939870, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 625373834
- **BES Group Testing AWL Limited**, incorporated and registered in England and Wales with company number 02096464, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 226538502
- **Boyd Brothers (Fauldhouse) Limited**, incorporated and registered in Scotland with company number SC080852, whose registered office is 2 Dunlop Court, Deans Industrial Estate, Livingston, Scotland, EH54 8SL. VAT No: 380042092
- **Notus Heavy Lift Solutions Limited**, incorporated and registered in England and Wales with company number 09875737, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 231682812

British Engineering Services Limited.

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- **British Engineering Services Asset Reliability Strainstall Limited**, incorporated and registered in England and Wales with company number 04042929, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 422731521
- **Lantei Limited**, incorporated and registered in England and Wales with company number 07335003, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 102550368
- **Xeiad Limited**, incorporated and registered in England and Wales with company number 04718206, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 226538502
- **British Engineering Services Asset Reliability Mimic Limited**, incorporated and registered in England and Wales with company number 04827645, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 400863818
- **BES Group Testing Alliance Limited**, incorporated and registered in England and Wales with company number 10523251, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 260671412
- **BES Group Testing Rotech Limited**, incorporated and registered in England and Wales with company number 00562845, whose registered office is British Engineering Services, Unit 718 Eddington Way, Birchwood Park, Warrington, United Kingdom, WA3 6BA. VAT No: 452910011
- **Engineering Safety Inspection Services Ltd**, incorporated and registered in England and Wales with company number 03340216, whose registered office is British Engineering Services, Unit 718, Eddington Way, Birchwood, Warrington, United Kingdom, WA3 6BA. VAT No: 443160522

Our privacy notices tell you what to expect when BES Group process your personal information.

BES Group is made up of different legal entities as set out above. This privacy policy is issued on behalf of the BES Group. When we mention '**we**', '**our**' or '**us**' in this privacy policy, we are referring to the relevant company in the BES Group that you have engaged with to purchase a product or service from and who is the controller of the personal data that you or your employer have provided to it via the website i.e. the organisation legally responsible for deciding how and for what purposes your personal data is used.

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We take your privacy very seriously. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share any information relating to you (your **personal data**) in connection with your use of our website. It also explains your rights in relation to your personal data and how to contact us or a relevant regulator in the event you have a complaint.

We collect, use and are responsible for certain personal data about you. When we do so we are subject to the UK General Data Protection Regulation (**UK GDPR**). We are also subject to the EU General Data Protection Regulation (**EU GDPR**) in relation to goods and services we offer to individuals and our wider operations in the European Economic Area (**EEA**).

This privacy policy is divided into the following sections:

- What this policy applies to
- Personal data we collect about you
- How your personal data is collected
- How and why we use your personal data
- Marketing
- Who we share your personal data with
- How long your personal data will be kept
- Transferring your personal data out of the UK and EEA
- Cookies
- Your rights
- Keeping your personal data secure
- How to complain
- Changes to this privacy policy
- How to contact us

What this policy applies to

This privacy policy relates to your use of our website only.

Throughout our website we may link to other websites owned and operated by other companies in the BES Group and/or certain trusted third parties to make additional products and services available to you. Those third party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to those third party websites, please consult their privacy policies as appropriate.

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We also may link to and use LinkedIn and Facebook in pursuit of our legitimate interests of advertising and promoting our services. If you use either of these platforms to interact with us, your personal data will be processed by these platforms under their respective privacy policies at www.linkedin.com/legal/privacy-policy or https://www.facebook.com/privacy/policy/?entry_point=data_policy_redirect&entry=0. In this context, we will be a joint controller with LinkedIn and Facebook of the personal data collected via these platforms and we have therefore entered into a so-called joint controller agreement to comply with the requirements of UK GDPR. This joint controller agreement with Facebook is available at https://en-gb.facebook.com/legal/terms/page_controller_addendum and with LinkedIn at <https://legal.linkedin.com/pages-joint-controller-addendum>. Here you will find all information relevant to you as a data subject, in particular, with regard to the exercise of your rights under data protection law.

Personal data we collect about you

The personal data we collect about you depends on the particular activities carried out through our website. We will collect and use the following personal data about you:

- your name, address and contact information, including email address and telephone number and company details
- your job title or role
- any delivery addresses specified for your order
- information to check and verify your identity
- your gender
- IP address, ISP and location data
- your billing information, transaction and payment card or other payment method information
- bank account and payment details
- details of any information, feedback or other matters you give to us by phone, email, post or via social media
- your account details, such as username and login details
- your activities on, and use of, our website and social media
- your professional online presence, e.g. LinkedIn profile together with comments posted on our LinkedIn pages and messages you send us through our LinkedIn pages together with other information necessary to complete requests from our LinkedIn visitors
- your Facebook username and comments posted on our Facebook pages and messages you send us through our Facebook pages
- information about the services we provide to you

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- your contact history, purchase history and saved items
- information about how you use our website and technology systems
- your personal or professional interests
- your responses to surveys, competitions and promotions

You must provide this personal data if you want to purchase goods and services from unless we tell you that you have a choice.

Sometimes you can choose if you want to give us your personal data and let us use it. Where that is the case we will tell you and give you the choice before you give the personal data to us. We will also tell you whether declining to share that personal data will have any effect on your use of our website or any services on it.

We collect and use this personal data for the purposes described in the section '**How and why we use your personal data**' below.

How your personal data is collected

We collect personal data from you:

- directly, when you or your employer enter or send us information, such as when you or your employer register with us, contact us (including via email and via LinkedIn and social media), send us feedback, purchase products or services via our website, post material to our website, subscribe to our email notifications and/or newsletters and complete customer surveys or participate in competitions and promotions via our website, and
- indirectly, such as your browsing activity while on our website, LinkedIn and Facebook pages; we will usually collect information indirectly using the technologies explained in the section on '**Cookies**' below

How and why we use your personal data

Under data protection law, we can only use your personal data if we have a proper reason, e.g.:

- where you have given consent
- to comply with our legal and regulatory obligations
- for the performance of a contract with you or to take steps at your request before entering into a contract, or
- for our legitimate interests or those of a third party

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A legitimate interest is when we have a business or commercial reason to use your personal data, so long as this is not overridden by your own rights and interests. We will carry out an assessment when relying on legitimate interests, to balance our interests against your own. You can obtain details of this assessment by contacting us (see '**How to contact us**' below).

The table below explains what we use your personal data for and why.

What we use your personal data for	Our reasons
Creating and managing your account with us	To perform our contract with you or to take steps at your request before entering into a contract
Providing products and/or services to you	To perform our contract with you or to take steps at your request before entering into a contract
Conducting checks to identify you and verify your identity or to help prevent and detect fraud against you or us	To comply with our legal and regulatory obligations and for our legitimate interests, i.e. to minimise fraud that could be damaging for you and/or us
Enforcing legal rights or defend or undertake legal proceedings	Depending on the circumstances: to comply with our legal and regulatory obligations; in other cases, for our legitimate interests, i.e. to protect our business, interests and rights
Customising our website and social media pages and its content to your particular preferences based on a record of your selected preferences or on your use of our website or social media pages	Depending on the circumstances: your consent as gathered by the separate cookies tool on our website — see ' Cookies ' below where we are not required to obtain your consent and do not do so, for our



What we use your personal data for	Our reasons
	<p>legitimate interests, i.e. to be as efficient as we can so we can deliver the best service to you at the best price</p> <p>If you have provided such a consent you may withdraw it at any time by changing the setting on the cookies tool by clicking on the cog icon on the bottom left of our website (this will not affect the lawfulness of our use of your personal data in reliance on that consent before it was withdrawn)</p>
<p>Retaining and evaluating information on your recent visits to our website and social media pages and how you move around different sections of our website and social media pages for analytics purposes to understand how people use our website and social media pages so that we can make it more intuitive or to check our website and social media pages are working as intended</p>	<p>Depending on the circumstances:</p> <p>your consent as gathered by the separate cookies tool on our website — see 'Cookies' below</p> <p>where we are not required to obtain your consent and do not do so, for our legitimate interests, i.e. to be as efficient as we can so we can deliver the best service to you at the best price.</p> <p>If you have provided such a consent you may withdraw it at any time by changing the setting on the cookies tool by clicking on the cog icon on the bottom left of our website (this will not affect the lawfulness of our use of your personal data in reliance on that consent before it was withdrawn)</p>
<p>Communications with you not related to marketing, including about changes to our</p>	<p>Depending on the circumstances:</p>



What we use your personal data for	Our reasons
terms or policies or changes to the products and/or services or other important notices	<p>to comply with our legal and regulatory obligations</p> <p>in other cases, for our legitimate interests, i.e. to be as efficient as we can so we can deliver the best service and products to you at the best price</p>
Protecting the security of systems and data used to provide the services	<p>To comply with our legal and regulatory obligations</p> <p>We may also use your personal data to ensure the security of systems and data to a standard that goes beyond our legal obligations, and in those cases our reasons are for our legitimate interests, i.e. to protect systems and data and to prevent and detect criminal activity that could be damaging for you and/or us</p>
Statistical analysis to help us understand our customer base	<p>For our legitimate interests, i.e. to be as efficient as we can so we can deliver the best service and products to you at the best price</p>
Updating and enhancing customer records	<p>Depending on the circumstances:</p> <p>to perform our contract with you or to take steps at your request before entering into a contract</p> <p>to comply with our legal and regulatory obligations</p> <p>where neither of the above apply, for our legitimate interests, e.g. making sure that</p>



What we use your personal data for	Our reasons
	we can keep in touch with our customers about existing orders and new products
Disclosures and other activities necessary to comply with legal and regulatory obligations that apply to our business, e.g. to record and demonstrate evidence of your consents where relevant	To comply with our legal and regulatory obligations
Marketing our services to existing and former customers	For our legitimate interests, i.e. to promote our business to existing and former customers See ' Marketing ' below for further information
Audit and quality checks in relation of the provision of our goods and services to our customers	For our legitimate interests, i.e. to ensure the proper management of our customer relationships and to maintain our accreditations so we can demonstrate that we operate to the highest standards
To share your personal data with members of our group and third parties that will or may take control or ownership of some or all of our business (and professional advisors acting on our or their behalf) in connection with a significant corporate transaction or restructuring, including a merger, acquisition, asset sale, initial public offering or in the event of our insolvency In such cases information will be anonymised where possible and only shared where necessary	Depending on the circumstances: to comply with our legal and regulatory obligations in other cases, for our legitimate interests, i.e. to protect, realise or grow the value in our business and assets



How and why we use your personal data—in more detail

More details about how we use your personal data and why are set out in the table below.

Purpose	Processing operation	Lawful basis relied on under the UK GDPR and EU GDPR	Relevant categories of personal data
Analysing the use of the website and services	Processing data about your use of our website and services	Our legitimate interests (Article 6(1)(f)), which is the monitoring and improvement of our website and services	IP address, geographical location, ISP, browser type and version operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use.
Enabling and monitoring your use of our website and services	Processing your information included in your personal profile on our website	Our legitimate interests Article 6(1)(f), namely the proper administration of our website and business or the performance of a contract between you and us and/or taking steps, at your request, to enter	Name, address, telephone number, email address, profile pictures, gender, date of birth, interests, educational details and employment details



Purpose	Processing operation	Lawful basis relied on under the UK GDPR and EU GDPR	Relevant categories of personal data
		into such a contract – Article 6(1)(b)	
Operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you	Processing your personal data that is provided in the course of using our services by you or your employer	Our legitimate interests Article 6(1)(f), namely the proper administration of our website and business or the performance of a contract between you and us and/or taking steps, at you request, to enter into such a contract – Article 6(1)(b)	Your account details, name, address and contact information, including email address and telephone number and company details, employment details and role
Enabling publication and administering our website and service provision	Processing information that you post for publication on our website or through our social media pages or through the provision of our services	Our legitimate interests Article 6(1)(f), namely the proper administration of our website and business or the performance of a contract between you and us and/or taking steps, at you request, to enter into such a contract – Article 6(1)(b)	Your account details, name, address and contact information, including email address and telephone number and company details, employment details and role



Purpose	Processing operation	Lawful basis relied on under the UK GDPR and EU GDPR	Relevant categories of personal data
Offering, marketing and selling relevant goods and/or services to you	Processing information contained in an enquiry you submit to us regarding goods and/or services	The performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract – Article 6(1)(b)	Your account details, name, address and contact information, including email address and telephone number and company details, employment details and role
Managing our relationships with customers, communicating with customers, keeping records of those communications and promoting our products and services to customers	Processing information relating to our customer relationships received from you or your employer	Our legitimate interests Article 6(1)(f), namely the proper management of our customer relationships	Name, your employer, your job title or role, your contact details, and information contained in communications between us and you or your employer.
Supplying the purchased goods and services and keeping proper records of those transactions	Processing information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website	Our legitimate interests Article 6(1)(f), namely the proper administration of our website and business or the performance of a contract between you and us and/or	Your account details, name, address and contact information, including email address and telephone number and company details, employment details



Purpose	Processing operation	Lawful basis relied on under the UK GDPR and EU GDPR	Relevant categories of personal data
		taking steps, at your request, to enter into such a contract – Article 6(1)(b)	and role and payment and transaction details
Sending you the relevant notifications and/or newsletters	Processing information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters	The performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract – Article 6(1)(b)	Your account details, name, address and contact information, including email address and telephone number and company details, employment details and role
Communications with you not related to marketing, including about changes to our terms or policies or changes to the products or other important notices	Addressing and sending communications to you as required by data protection laws, i.e.: the UK GDPR or Data Protection Act 2018 the EU GDPR	Processing is necessary for compliance with a legal obligation to which we are subject (Article 6(1)(b))	Your account details, name, address and contact information, including email address and telephone number and company details and role
	Addressing and sending communications to you about changes	Our legitimate interests (Article 6(1)(f)), which is to be as efficient as	Your account details, name, address and contact information,



Purpose	Processing operation	Lawful basis relied on under the UK GDPR and EU GDPR	Relevant categories of personal data
	to our terms or policies or changes to the products or other important notices (other than those addressed above)	we can so we can deliver the best service to you	including email address and telephone number and company details and role

How and why we use your personal data—sharing

See ‘**Who we share your personal data with**’ for further information on the steps we will take to protect your personal data where we need to share it with others.

Marketing

We will use your personal data to send you updates (by email, text message, telephone or post) about our BES Group products and/or services, including exclusive offers, promotions or new products and/or services.

We have a legitimate interest in using your personal data for marketing purposes (see above ‘**How and why we use your personal data**’). This means we do not need your consent to send you marketing information. If we change our marketing approach in the future so that consent is needed, we will ask for this separately and clearly.

You have the right to opt out of receiving marketing communications at any time by:

- contacting us at data.protection@besgroup.com; or
- using the ‘unsubscribe’ link in emails or ‘STOP’ number in texts

We may ask you to confirm or update your marketing preferences if you ask us to provide further products and/or services in the future, or if there are changes in the law, regulation, or the structure of our business.



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We will always treat your personal data with the utmost respect and save for our processors, will never share it with other organisations outside the BES Group for marketing purposes.

For more information on your right to object at any time to your personal data being used for marketing purposes, see **'Your rights'** below.

Who we share your personal data with

We routinely share personal data with:

- companies who are part of the BES Group from time to time and their holding companies and subsidiaries
- third parties, suppliers and subcontractors we use to help deliver our products and/or services to you, e.g. payment service providers, warehouses and delivery companies
- other third parties we use to help us run our business, e.g. marketing and advertising agencies and companies, social media providers such as Facebook and LinkedIn, market research partners, companies that deploy our email campaigns, website hosts and insight and analytics providers, third party vendors who help us manage and maintain the BES Group IT infrastructure and customer service and feedback organisations
- our insurers
- our bank.
- We or the third parties mentioned above occasionally also share personal data with:
- our and their external auditors, e.g. in relation to the audit of our or their accounts and service provision, in which case the recipient of the information will be bound by confidentiality obligations
- our and their professional advisors (such as lawyers and other advisors), in which case the recipient of the information will be bound by confidentiality obligations
- law enforcement agencies, courts, tribunals and regulatory bodies to comply with our legal and regulatory obligations
- other parties that have or may acquire control or ownership of our business (and our or their professional advisors) in connection with a significant corporate transaction or restructuring, including a merger, acquisition, asset sale, initial public offering or in the event of our insolvency—usually, information will be anonymised but this may not always be possible. The recipient of any of your personal data will be bound by confidentiality obligations

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Who we share your personal data with—in more detail

More details about who we share your personal data with and why are set out in the table below.

Recipient	Processing operation (use) by recipient	Relevant categories of personal data transferred to recipient
Companies who are part of the BES Group from time to time and their holding and subsidiary companies	For the purposes, and on the lawful bases set out in the section of this policy titled How and why we use your personal data	Any of the personal data we collect about you (see How and why we use your personal data)
Insurers and professional advisors	For the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice or the establishment, exercise or defence of legal claims	Any of the personal data we collect about you (see How and why we use your personal data)
Third parties, suppliers and subcontractors who we use to help deliver our products and services to you such as engineers, payment service providers, warehouses and shipping/delivery companies	Your personal data is processed for the purposes of the performance of a contract between you and us and/or taking steps, at your or your employers request, to enter into such a contract.	Any of the personal data we collect about you (see How and why we use your personal data)
Other third parties we use to help us run our business, e.g. marketing and advertising agencies and companies, social media providers such as Facebook and LinkedIn,	Your personal data is processed by such third parties for the purposes, including but not limited to, of helping us to place and deploy BES Group	Any of the personal data we collect about you (see How and why we use your personal data)



Recipient	Processing operation (use) by recipient	Relevant categories of personal data transferred to recipient
market research partners, companies that deploy our email campaigns, website hosts and insight and analytics providers, third party vendors who help us manage and maintain the BES Group IT infrastructure and customer service and feedback organisations	advertisement and marketing campaigns, analysing our customers behaviour, ensuring that we send the relevant marketing campaigns, to help us understand our customers better and to ensure that our products and services are of the highest quality and supplied in accordance with our customers' expectations. For more detail, please see the purposes and the lawful bases set out in the section of this policy titled How and why we use your personal data	

Who we share your personal data with—further information

If you would like more information about who we share our data with and why, please contact us (see 'How to contact us' below).

How long your personal data will be kept

We will not keep your personal data for longer than we need it for the purpose for which it is used, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting



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requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Different retention periods apply for different types of personal data. Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us.

Transferring your personal data out of the UK and EEA

The EEA, UK and other countries outside the EEA and the UK have differing data protection laws, some of which may provide lower levels of protection of privacy.

It is sometimes necessary for us to transfer your personal data to countries outside the UK and EEA for the purposes described in this privacy policy. In those cases we will comply with applicable UK and EEA laws designed to ensure the privacy of your personal data.

Under data protection laws, we can only transfer your personal data to a country outside the UK/EEA where:

- in the case of transfers subject to UK data protection law, the UK government has decided the particular country ensures an adequate level of protection of personal data (known as an 'adequacy regulation') further to Article 45 of the UK GDPR;
- in the case of transfers subject to EEA data protection laws, the European Commission has decided that the particular country ensures an adequate level of protection of personal data (known as an 'adequacy decision') further to Article 45 of the EU GDPR;
- there are appropriate safeguards in place, together with enforceable rights and effective legal remedies for you, or
- a specific exception applies under relevant data protection law.

Where we transfer your personal data outside the UK we do so on the basis of an adequacy regulation or (where this is not available), under a transfer mechanism usually being legally-approved standard data protection clauses recognised or issued further to Article 46(2) of the UK GDPR or by having our suppliers sign up to an independent privacy scheme approved by regulators.

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In the event we cannot or choose not to continue to rely on either of those mechanisms at any time we will not transfer your personal data outside the UK unless we can do so on the basis of an alternative mechanism or exception provided by UK data protection law and reflected in an update to this policy.

Any changes to the destinations to which we send personal data or in the transfer mechanisms we rely on to transfer personal data internationally will be notified to you in accordance with the section on ‘Changes to this privacy policy’ below.

Transferring your personal data out of the UK and EEA — further information

If you would like further information about data transferred outside the UK/EEA, please contact us (see ‘How to contact us’ below).

Cookies

A cookie is a small text file which is placed onto your device (e.g. computer, smartphone or other electronic device) when you use our website. We use cookies on our website. These help us recognise you and your device and store some information about your preferences or past visits and actions.

The table below provides more information about the cookies we use and why:

The cookies we use	Name	Purpose	Whether cookie is essential for us to provide you with a service that you have requested and whether we will seek your consent before we place the cookie
WordPress Emoji Support	wpEmojiSettingsSupports	This cookie is utilized to enable emoji support on pages using Wordpress. performance cookies: ‘These cookies collect	<i>Yes, essential (we will therefore not request your consent before placing this cookie</i>



		<p>information about how you use our website, e.g. which pages you go to most often. These cookies do not collect personally identifiable information about you. All information collected by these cookies is aggregated and anonymous, and is only used to improve how our website works'</p> <p>Session cookies: 'These allow our website to link your actions during a particular browser session. These expire each time you close your browser and do not remain on your device afterwards'</p>	
CookieHub Cookie	cookiehub	<p>Used by CookieHub to store information about whether visitors have given or declined the use of cookie categories used on the site.</p> <p>Functionality cookies: 'These cookies allow our</p>	<i>Yes, essential (we will therefore not request your consent before placing this cookie</i>



		<p>website to remember the choices you make (such as your user name, language, last action and search preferences) and provide enhanced, more personal features. The information collected by these cookies is anonymous and cannot track your browsing activity on other websites'</p> <p>Persistent cookies: 'These are stored on your device in between browser sessions. These allow your preferences or actions across our website to be remembered. These will remain on your device until [insert when they will expire], or you delete them from your cache'</p>	
Google Analytics	_ga	This cookie is used to store and count	<i>Yes, essential (we will therefore not request</i>



		<p>pageviews for Google analytics.</p> <p>Functionality cookies: 'These cookies allow our website to remember the choices you make (such as your user name, language, last action and search preferences) and provide enhanced, more personal features. The information collected by these cookies is anonymous and cannot track your browsing activity on other websites'</p> <p>Persistent cookies: 'These are stored on your device in between browser sessions. These allow your preferences or actions across our website to be remembered. These will remain on your device until [insert when they will expire], or you delete</p>	<p><i>your consent before placing this cookie</i></p>
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		them from your cache'	
WordPress WooCommerce	_wpfuid	<p>This cookie is utilized to store a unique user ID for certain sections of the website.</p> <p>Functionality cookies: 'These cookies allow our website to remember the choices you make (such as your user name, language, last action and search preferences) and provide enhanced, more personal features. The information collected by these cookies is anonymous and cannot track your browsing activity on other websites'</p> <p>Persistent cookies: 'These are stored on your device in between browser sessions. These allow your preferences or actions across our website to be remembered. These will</p>	<i>No, will therefore request your consent before placing this cookie</i>



		remain on your device until [insert when they will expire], or you delete them from your cache'	
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For further information on cookies, our use of cookies, when we will request your consent before placing them and how to disable them, please see our [Cookie Policy](#).

Your rights

You generally have the following rights, which you can usually exercise free of charge:

Access to a copy of your personal data	The right to be provided with a copy of your personal data A more detailed explanation of this right under UK law is available at https://ico.org.uk/for-the-public/your-right-to-get-copies-of-your-data/
Correction (also known as rectification)	The right to require us to correct any mistakes in your personal data A more detailed explanation of this right under UK law is available at https://ico.org.uk/for-the-public/your-right-to-get-your-data-corrected/



<p>Erasure (also known as the right to be forgotten)</p>	<p>The right to require us to delete your personal data—in certain situations</p> <p>A more detailed explanation of this right under UK law is available at https://ico.org.uk/for-the-public/your-right-to-get-your-data-deleted/</p>
<p>Restriction of use</p>	<p>The right to require us to restrict use of your personal data in certain circumstances, e.g. if you contest the accuracy of the data</p> <p>A more detailed explanation of this right under UK law is available at https://ico.org.uk/for-the-public/your-right-to-limit-how-organisations-use-your-data/</p>
<p>Data portability</p>	<p>The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations</p> <p>A more detailed explanation of this right under UK law is available at https://ico.org.uk/for-the-public/your-right-to-data-portability/</p>
<p>To object to use</p>	<p>The right to object:</p> <ul style="list-style-type: none">—at any time to your personal data being used for direct marketing (including profiling)—in certain other situations to our continued use of your personal data, e.g.



	<p>where we use your personal data for our legitimate interests unless there are compelling legitimate grounds for the processing to continue or the processing is required for the establishment, exercise or defence of legal claims</p> <p>A more detailed explanation of this right under UK law is available at https://ico.org.uk/for-the-public/the-right-to-object-to-the-use-of-your-data/</p>
Not to be subject to decisions without human involvement	<p>The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you</p> <p>We do not make any such decisions based on data collected by our website</p> <p>A more detailed explanation of this right under UK law is available at https://ico.org.uk/for-the-public/your-rights-relating-to-decisions-being-made-about-you-without-human-involvement/</p>
The right to withdraw consents	<p>If you have provided us with a consent to use your personal data you have a right to withdraw that consent easily at any time</p> <p>You may withdraw consents by contacting us at data.protection@besgroup.com</p>



	Withdrawing a consent will not affect the lawfulness of our use of your personal data in reliance on that consent before it was withdrawn
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For further information on each of those rights, including the circumstances in which they do and do not apply, please contact us (see ‘**How to contact us**’ below). You may also find it helpful to refer to the [guidance from the UK’s Information Commissioner](#) on your rights under the UK GDPR which is available at <https://ico.org.uk/for-the-public/> or the guidance from Ireland’s Data Protection Commissioner on your rights under the EU GDPR which is available at <https://www.dataprotection.ie>

If you would like to exercise any of those rights, please email, call or write to us—see below: ‘**How to contact us**’. When contacting us please:

- provide enough information to identify yourself (e.g. your full name, address and customer or matter reference number) and any additional identity information we may reasonably request from you, and
- let us know which right(s) you want to exercise and the information to which your request relates

Keeping your personal data secure

We have appropriate security measures to prevent personal data from being accidentally lost, or used or accessed unlawfully. We limit access to your personal data to those who have a genuine need to access it.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

Please contact us if you have any queries or concerns about our use of your personal data (see below ‘**How to contact us**’). We hope we will be able to resolve any issues you may have.



You also have the right to lodge a complaint with:

- the Information Commissioner in the UK
- a relevant data protection supervisory authority in the EEA state of your habitual residence, place of work or of an alleged infringement of data protection laws in the EEA

The UK's Information Commissioner may be contacted using the details at <https://ico.org.uk/make-a-complaint> or by telephone: 0303 123 1113.

For a list of EEA data protection supervisory authorities and their contact details see https://edpb.europa.eu/about-edpb/about-edpb/members_en

Changes to this privacy policy

We may change this privacy policy from time to time—when we make significant changes we will take steps to inform you, for example by including a prominent link to a description of those changes on our website for a reasonable period or by other means, such as email.

How to contact us

Individuals in the UK

You can contact us by post, email or telephone if you have any questions about this privacy policy or the information we hold about you, to exercise a right under data protection law or to make a complaint.

Our contact details are shown below:

Our contact details
By post: Data Protection Team, BES Group, Unit 718 Eddington Way, Birchwood Park, Warrington, WA3 6BA
By email: data.protection@besgroup.com
By telephone: please use the contact number published on our website.