

# Privacy Policy

**This privacy policy explains the following:**

what information we may collect about you  
how we will use information we collect about you  
when we may use your details to contact you  
whether we will disclose your details to anyone else  
your choices regarding the personal information you have provided to us

Whenever you provide information to us, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the GDPR 2018 (these laws are referred to collectively in this Privacy Policy as the "data protection laws").

The website may contain hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, including cookies, and we urge you to review them. They will govern the use of personal information you submit or are collected by cookies whilst visiting these websites. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

When you sign up to participate in or receive a service from the website, we may ask you for personal information, differing services may require different personal information. By entering your details in the fields requested, you enable us to provide you with the services you select.

The website collects IP addresses (an IP address is a number that can uniquely identify a specific computer or other network device on the internet). We may use analysis software to look at IP addresses for the purpose of enhancing the user experience. This information is not used to develop a personal profile of you and the log files are regularly purged.

**We may use your personal information for a number of purposes including (but not limited to) the following:**

for 'service administration purposes', which means that we may contact you for reasons related to the service you have signed up for, as set out in a later paragraph (e.g. to provide you with password reminders or to notify you that a particular service has been suspended for maintenance)

to contact you regarding a submission you have made to the website, including any content you provide

IP addresses are used to identify the location of users, the number of visits from different countries and also to block disruptive use; and

to analyse and improve the services offered on our website

**We may contact you:**

in relation to the functioning of any service you have signed up for in order to ensure that the service(s) can be delivered to you;

where you have opted to receive further correspondence

in relation to any contribution you have made to our website

to invite you to participate in surveys about the website (participation is always voluntary)

We will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or as described below. With the above exceptions, your personal information will only be used within this company.

If you post or send offensive, inappropriate or objectionable content anywhere on or to the website, or otherwise engage in any disruptive behaviour on the website, we reserve the right to use your personal information to stop such behaviour.

Where we reasonably believe that you are or may be in breach of any of the laws of England or Wales (e.g. because content you have posted may be defamatory) we may use your personal information to inform relevant third parties such as your employer, school e-mail/Internet provider or law enforcement agencies about the content and your behaviour.

If you are aged 16 or under, please get your parent/guardian's permission before submitting personal information to the website. If you do not have this consent, please do not provide us with personal information.

We will hold your personal information on our systems for as long as is necessary for the relevant service(s), or as long as is set out in any relevant contract you hold with us.

Where you contribute to our website, we will generally only keep your content for as long as is reasonably required for the purpose(s) for which it was submitted.

Under the GDPR you have the right to request a copy of the personal information we hold about you - and to have any inaccuracies corrected. (We will require you to prove your identity with 2 pieces of approved photographic identification.) We will use reasonable efforts to supply, correct or delete personal information about you on our files when requested to do so.

Please address requests and questions about this or any other question about this Privacy Policy to us.

All personal information submitted by you to the website will be processed in accordance with this Privacy Policy.

This website is operated by *VISAV Ltd and owned by Aeroweld*

VISAV Ltd registered in England and Wales under registration number 04511143, and our registered office is at Sherwood Business Centre, 616a-618a Mansfield Road Nottingham NG5 2GA

Our principal place of business is 9 Castings Road, Derby, DE23 8YL

You can contact us: by post, to the postal address given above; using our website contact form, (if applicable); by telephone, on the contact number published on our website; or by email, using the email address published on our website.

### **13. Data protection officer**

13.1 VISAV Ltd's data protection officer's contact details can be obtained either by emailing [support@visav.net](mailto:support@visav.net) or ringing 01159245517 option 3.