



*Passionate About Quality*

# PRIVACY POLICY

This privacy policy sets out how we use and protect any information passed to us by users of all websites owned and operated by us. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this web site, then you can be assured that it will only be used in accordance with this privacy statement.

## 1. Definitions and Interpretation

In this policy the terms listed below shall have the following meanings:

### “CONTENT”

Means any text, graphics, images, audio, video, software, data compilations and any other form of information capable of being stored in a computer that appears on or forms part of this web site.

### “COOKIE”

Means a small text file placed on your computer when you visit certain parts of a web site. This allows us to identify recurring visitors and to analyse their browsing habits within the web site. Further details are contained in clause 8 of this policy.

### “DATA”

Means collectively all information that you submit to the web site. This includes, but is not limited to, account details and information submitted using any of our services or systems.

**“TEMBE”**

Means Tembe DIY Products Limited, Delta Court, Sky Business Park, Robin Hood Airport, Doncaster, DN9 3GN

**“SERVICE”**

Means collectively any online facilities, tools, services or information that Tembe makes available through the web site either now or in the future.

**“SYSTEM”**

Means any online communications infrastructure that Tembe makes available through the web site either now or in the future. This includes, but is not limited to, web-based email, message boards, live chat facilities and email links

**“WEB SITE”**

Means the website that you are currently using ([www.tembediy.com](http://www.tembediy.com)) and any sub-domains of this site unless expressly excluded by their own terms and conditions.

**2. Data Collected**

Without limitation, any of the following data may be collected:

2.1 Name.

2.2 Date of birth.

2.3 Gender.

2.4 Job title

2.5 Profession.

2.6 Contact information such as email addresses and telephone numbers.

2.7 Demographic information such as post code, preferences and interests.

2.8 IP address.

2.9 Web browser type and version.

2.10 Operating system.

2.11 A list of URLs starting with a referring site, your activity on this web site, and the site you exit to.

2.12 Cookie information (see clause 10 below).

### **3. Our Use of Data**

3.1 Any personal data you submit will be retained by Tembe for as long as you use the services and systems provided on the web site. Data that you may submit through any communications system that we may provide may be retained for a longer period of up to 6 months.

3.2 We do not store credit card information and will not sell, distribute or lease your personal information or any information that you share with us to third parties unless we are required by law to do so.

3.3 We are committed to ensuring that all personal data is stored securely in accordance with the principles of the Data Protection Act 1998. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect about you.

3.4 Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our web site. Specifically, data may be used by us for the following reasons:

3.4.1 internal record keeping

3.4.2 improvement of our products / services

3.4.3 transmission by email of promotional materials that may be of interest to you

3.3.4 contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the web site.

3.5 You may request details of the personal data we hold about you under the Data Protection Act 1998. If you would like a copy of this or if you believe that the information we hold is incorrect or incomplete then contact us and we will amend the information accordingly. Please send an email to [sales@tembediy.com](mailto:sales@tembediy.com) making sure to quote "Privacy Policy" in the subject heading. We will promptly respond free of charge and disclose details of the

information we hold about you or correct any information that you believe is incorrect.

3.6 If you have previously agreed to be included on our mailing list then you may change your mind at any time by also emailing us at [sales@tembediy.com](mailto:sales@tembediy.com) quoting "Unsubscribe" in the subject heading.

#### **4. Third Party Web Sites and Services**

Our website may contain links to other websites. However, if you use these links and leave our site, you should note that we do not have any control over the content posted by third parties. Therefore these sites are not governed by this privacy statement and you should exercise caution before checking the privacy statement applicable to the website in question. Tembe may, from time to time, employ the services of other parties for dealing with matters that may include, but are not limited to, payment handling, delivery of purchased items, search engine facilities, advertising and marketing. The providers of such services do not have access to certain personal data provided by users of this web site. Any data we pass to such parties is used only to the extent required by them to perform the services that Tembe requests. Any use for other purposes is strictly prohibited. Furthermore, any data that is processed by third parties must be processed within the terms of this Policy and in accordance with the Data Protection Act 1998.

#### **5. Changes of Business Ownership and Control**

Tembe may, from time to time, expand or reduce its business and this may involve the sale of certain divisions or the transfer of control of certain divisions to other parties. Data provided by users will, where it is relevant to any division so transferred, be transferred along with that division and the new owner or newly controlling party will, under the terms of this policy, be permitted to use the data for the purposes for which it was supplied by you.

#### **6. Controlling access to your data**

Wherever you are required to submit data, you will be given options to restrict our use of that data. This may include the use of data for direct marketing purposes and sharing data with third parties.

## **7. Your Right to Withhold Information**

It is possible to access certain areas of the web site without providing any data at all. However, to use all services and systems available you may be required to submit account information or other data.

## **8. Cookies**

Tembe may set and access Cookies on your computer. A Cookie is a small file that resides on your computer's hard drive and often contains an anonymous unique identifier that is accessible only by the web site that placed it there, not any other sites. You may delete Cookies, however you may lose any information that enables you to access this web site more quickly. You can choose to enable or disable Cookies in your web browser. By default, your browser will accept Cookies, however this can be altered. For further details please consult the help menu in your browser. Disabling Cookies may prevent you from using the full range of services available on the web site.

## **9. Changes to this Policy**

Tembe reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the web site and you are deemed to have accepted the terms of the policy on your first use of the web site following the alterations.