

# PRIVACY POLICY

## INTRODUCTION

Providion takes the privacy of its customers & users seriously. This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all products and services, and instances where we collect your personal data.

## INFORMATION WE COLLECT

- Name and contact details including; email address/phone number/postal address  
Delivery names/addresses

## HOW WE USE YOUR INFORMATION

We will use your information for several general purposes including:

- Internal record keeping
- Fulfilling any requests for information or services placed by you
- Processing any other transactions authorised by you
- Keeping you up to date with news about our products and services, and providing other information to you which we think you may find of interest
- To update you with any changes to relevant to agreements or policies.
- Notification of our services and products

## HOW WE PROCESS DATA

We use the below categories to process personal data:

- Legal/ Contract - To provide requested Services
- Legitimate interest – Prospective customers
- Consent – Newsletters and offers

## COOKIES AND IP ADDRESSES

When you browse our website, we may also log your IP address (the Internet address of your computer) to give us an idea of which part of our website you visit and how long you spend here. We do not link your IP address to any other personal information that you send to us.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalized service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customize our site according to your individual interests.
- To speed up your searches.
- To recognize you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Cookies on the Providion website link to Google Analytics – we use this to understand how the website is being used in order to improve the user experience. Your user data is all anonymous. You can find out more about Google's position on privacy as regards its analytics service at <http://www.google.co.uk/intl/en/analytics/privacyoverview.html>

## SHARING AND TRANSFERS OF INFORMATION

We will not disclose your personal information to third parties unless it is required to:

- Deliver requested services.
- Required by law

## RETENTION PERIOD

Personal information is retained for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## WHEN WE WILL USE YOUR PERSONAL INFORMATION

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so. We may use your personal information to send you promotional information about relevant services or products or third parties which we think you may find interesting. Please let us know if you do not wish this to happen.

## ACCESS PERSONAL DATA

Upon request, we may provide you with a copy of the personal information which we hold about you. Please address requests to [enquiries@providion.co.uk](mailto:enquiries@providion.co.uk), or write to us at the Providion Ltd address, stating your name and email address for identification purposes.

## DELETE OR AMEND PERSONAL DATA

At your request, we will use reasonable efforts to update / correct personal information previously submitted by you. You may also request that we cease processing the personal information we have about you and that we delete your personal information from our database or records. However, it may be impossible to delete your information without some residual information because of backups and records of deletions.

Please address your requests to change or delete your personal information to [enquiries@providion.co.uk](mailto:enquiries@providion.co.uk) or "unsubscribe" as appropriate. Alternatively you may write to us at the Providion Ltd address, stating your name and email address for identification purposes. We will only perform the activities outlined above to the extent that such activities will not compromise privacy or security interests.

## INFORMATION SECURITY

We take commercially reasonable technical, physical, and organisational steps to safeguard any information you provide to us, to protect it from unauthorised access, loss, misuse, or alteration. Although we take reasonable security precautions, no computer system or transmission of information can ever be completely secure or error-free, and you should not expect that your information will remain private under all circumstances. In addition, it is your responsibility to safeguard any passwords, ID numbers, or similar individual information associated with your use of the sites.