

PRIVACY POLICY

CALEB COMPONENTS T/A THE FASTENER SHOP

1. Caleb Components Ltd Approach To Privacy

1.1) We value your interest in our website. Privacy protection is very important to us and we are committed to protecting you and also respecting your privacy. The below privacy policy sets out information on how we collect, process, store, transfer and use data that is associated with you (personal information).

1.2) For the purposes of the Data Protection Act 1998, Caleb Components Ltd is the data controller of the personal information we hold about you.

2. Personal Information We Collect About You And How We Use It

2.1) We collect your personal information when you voluntarily submit your information directly to us or on our website. This information can be collected when you purchase products, correspond with us, respond to surveys, or enter a promotion or use other features on our site.

2.2) We also collect personal information indirectly such as information about the pages you look at on our website or the device you may use to view our site.

2.3) The list below sets out the different types of personal information we gather about you and how we use it.

Contact Details – We collect contact information such as your name, telephone number, email address, and addresses associated with your account or order. We will use your contact details so that we can contact you directly about the products we sell including new lines and offers, services we provide, to deliver orders to you and about queries, issues or concerns you and other users may have.

Website Login Details – We will store your username and password details when you create an account with us, to ensure that we can keep your account safe and secure.

Payment & Transaction Information – At Caleb Components Ltd, we keep records on the products that your purchase from us as well as the payment method you used to complete the transaction. However please note, that credit/debit card details are not stored online or on site. In accordance to the items you purchase from us, we may from time to time, send you information relating to this product(s) that may be useful to you in the future.

Comments & Opinions – We will record your comments and opinions when you contact us directly. This may be by phone, email, post or completing an online form or survey. By using your comments and opinions we can address your queries, issues or concerns to help us improve our products and services. We will also use your comments and opinions when advertising products that may be of interest to you including offers and new product line information.

Information About How You Use The Site – We collect information about how use the site such as the links and pages you access as well as how long you use the site for and the time in you which you entered the site. We also use information about how you connect to our site to

present our site to you on your device and to identify products that may be of interest to you for our marketing and advertising purposes.

Information About Your Location – Apart from information you voluntarily provide us, we do not collect information about your exact location.

Information Provided By Other Users – Other users or visitors may provide information that is related to you. We will use personal information about you that is used in private messages from other users to complete and deliver orders, or to reply to any issues or concerns they may raise. If users of our website want to invite you to use our site or share information with you about our products and news, we will use the information they provide to assist them in doing this. However we will only do this when they indicate that you have given consent for them to communicate with you in this way.

Information Regarding Criminal or Fraudulent Activity Relating To Your Account – We will use information about criminal or fraudulent activity in relation to your use of our website to detect and prevent fraud or crime.

All Personal Information – In order to improve and monitor our website, we may use some/all the personal information we collect. This personal information may also be used to help us add new products and services. In no way will this result in personal information that was not previously publicly available, then made public on our site.

At certain pages on our site, you may be asked to enter personal information. Information that must be provided in order to use the requested services will be made clear at the time of collection. Other information that you are not required to give, may be voluntarily given and you are free to choose not to provide us with such personal information.

We may also remove identifying particulars from the information we collect, so that it does not identify directly with you, for example, research, data analysis, IT systems and developing and improving our product ranges and website features.

3. Information Shared With Third Parties

3.1) Your personal information may be shared with the following parties:

a. **Purchasers Of Our Business** – Your personal information may be disclosed or transferred to buyers or potential buyers of our business.

b. **Service Providers And Advisors** – These are third parties who provide a service to us. This can include third parties who market for us, delivery service providers, our IT support providers, third parties who process payments from you on our behalf, such as SAGEPay and professional services such as accountancy and legal services. These third parties will only be allowed to use personal information in line with our instructions and regulations and will be required to keep your information secure.

c. **Law Enforcement, Regulators And Other Parties (for legal reasons)** – These are third parties who we are under legal obligation to share and disclose your personal information to whom we need to do this, to protect our rights, safety and property, or to protect rights, safety and property of others. We may also disclose or share your personal information to third parties to help investigate illegal breaches or activity of any agreement we have with you.

3.2) Personal information is not disclosed about identifiable individuals to anyone except those mentioned above. We will also ensure that any information given to third parties about users of the site does not disclose personal identity.

4. Storing & Transferring Your Personal Information

4.1) **Security** – To protect your personal information against accidental or unlawful destruction, loss, damage, or change we offer appropriate technical and organisational measures to ensure this is fulfilled.

4.2) **Local Storage** – We may store information (including personal information) locally on your device by using browsers methods of storage.

5. Marketing & Advertising

5.1) **Marketing By Email** – On occasion, we may contact you by email about information on our products and company. If you do not wish to receive any further information about our company, then you can inform us by emailing us at sales@calebcomponents.com, and the appropriate action will be taken to remove you from our mailing list.

6. Accessing & Correcting Your Personal Information

6.1) The following rights are for you and your personal information and how it can be accessed and corrected. The right to be informed on how your personal information is being used, the right to access the personal information we store about you and the right to request the correction of personal data that may be inaccurate. You also have the right to request the blocking or deletion of personal information where the processing does not comply with local data protection laws and regulations. In order to exercise the above rights our raise questions about your rights, please contact us using the contact details set out below at the end of this policy.

7. The Integration Of Services & Contents From Third Parties Into Our Site

7.1) Contents from third parties for example, images and graphics from other websites or Google Maps may be integrated into our website. This may mean that providers of the content will need to process the IP address or other personal information about you. If the third-party does not have this information, you may not be able to view or use this content. Where an IP address or other personal information is needed for showing third-party providers content, we try to use content solely from these providers that use the IP address or other personal information only for the delivery of such content. However, please be aware that we have no influence on whether the third-party provider will save the IP address or other personal information for their own use, for example statistical and analytic purposes.

8. Amendments To This Policy

8.1) We may amend or update this policy on occasion and therefore we recommend you review this policy periodically. If changes are made to this policy, we will update the 'posted date' and the bottom of this page. Changes of this policy will come into effect once they are posted onto this page.

9. Notice To You

9.1) If we need to notify you about something, for example, marketing, legal or other business related purposes, we will carefully select what we believe is the best and most appropriate way contact you. This is usually done by email or by placing a notice on our website. The fact that notices may need to be sent to you, does not stop you from being able to unsubscribe from certain types of contact as described above in this policy.

10. Contacting Us About Our Privacy Policy

We welcome any questions, concerns or comments about this privacy policy and offer the following the contact details for you to get in touch.

Telephone: +44 1384 453955

Email: sales@calebcomponents.com

Postal Address: Caleb Components Ltd, Block 6 Grazebrook Industrial Park, Peartree Lane, Dudley, W. Midlands, DY2 0XW, United Kingdom

Andrew Elliott (Company Director)

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