



PRIVACY AND COOKIES POLICY

We are committed to safeguarding and preserving the privacy of our website visitors.

This policy explains what happens to any personal data that you provide, or that is collected from you whilst you visit the Plexstar.co.uk website.

Who is the controller of the data that you provide to us?

Plexstar Limited is a company registered in England and Wales and registered with the ICO. Our contract details are featured on our website in the Contact Us section.

We ensure that the data you supply to us is processed fairly and lawfully in compliance with current Data Protection legislation.

What information will we collect?

We will collect data about you, both personal data such as your name and contact details, when you submit an enquiry via our website, from telephone conversations, emails and written or verbal communications when you request our services. If you do not agree to our processing of your data in the manner outlined in the Policy, please do not submit any personal data to us.

By using this website, our services and by giving your information to us, you indicate your consent to us using your personal information in accordance with this policy.

The personal data submitted will be stored, processed, used and disclosed by us in the following ways:

- To provide our professional services to you
- To market our, full range of services to you
- To enable us to develop and market other products and services and where you have consented to being contacted for such purposes
- To improve our customer service and to make our services more valuable to you
- To send you details of reports, promotions, offers, networking and client events and general information about the industry sectors which we think might be of interest to you where you have consented to being contacted for such purposes
- To answer your questions and enquiries
- To third parties, regulatory or law enforcement agencies if we believe in good faith that we are required by law to disclose it in connection with the detection of crime, the collection of taxes or duties, to comply with any applicable law or order of a court of competent jurisdiction, or in connection with legal proceedings
- To use your information on an anonymised basis to monitor compliance with our equal opportunities policy
- To carry out our obligations arising from any contracts entered between you and us.

We will not collect any personal data from you that we do not need in order to provide and oversee the services that we offer or provide.

From time to time we may seek your consent to process, use or disclose your information for any other purpose not listed above.

We will not normally share your personal information with any other organisation, however, some of your chosen services and events may be provided by or held at premises of third parties and we may need to provide limited information to them to enable you to take part.

Occasionally, we may need to appoint other organisations to carry out some activities on our behalf. These will include, for example, courier services. In these circumstances, we will ensure that your information is properly protected and that it is only used in accordance with this privacy policy.

We reserve the right to transfer your information to a third party in the event of a sale, merger, liquidation, receivership or transfer of all or substantially all of the assets of our company provided that the third party agrees to adhere to the terms of this Privacy Policy and provided that the third party only uses your Personal Data for the purposes that you provided it to us. You will be notified in the event of any such transfer and you will be afforded an opportunity to opt-out.

Where will my information be held?

All the personal data that we process is processed by our staff in the UK.

How do I find out what information you hold? Can I amend, modify or require my information to be deleted?

You may request us to confirm what information we hold about you at any time and may request us to modify, update or delete such information. We may ask you to verify your identity and for more information about your request. Where we are legally permitted to do so, we may refuse your request and will give you reasons for doing so. We will seek to act on your request in the timescale required by applicable data protection laws.

You may request to unsubscribe from marketing material at any time. If you wish to contact us with respect to the above matters, please email us at enquiries@plexstar.co.uk

How long will you hold my information for?

We are required by law to hold your information for as long as is necessary to comply with our statutory and contractual obligations and in accordance with our legitimate interests as a data controller.

We will use reasonable endeavours to ensure that your Personal Data is maintained and up to date. However, please notify us of any changes to your Personal Data to ensure that it is up to date and we will update or delete your Personal Data accordingly.

Sending us information over the internet

Your information is held on servers hosted by us or our Internet Services Provider. The transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

How we collect and aggregate information about visitors to our websites

We also collect information about the way visitors use this website in order to improve our services. We do not use information gained in this manner in a way that any individual can be identified, and will use it to understand our users better, and to determine aggregate trends for all the website's users. We may share this kind of aggregate data with selected third parties to assist with these

purposes where you have consented to this. We may also undertake marketing profiling to help us identify services which may be of interest to you.

Links to other websites

Please note that clicking on links and banner advertisements and RSS feeds may result in your transfer to another website, where data privacy practices may be different to this Privacy Policy. It is your responsibility to check other website privacy policies to ensure that you are happy for your personal information to be used in accordance with those third parties privacy policies. We accept no responsibility for and have no control over third party websites, links, adverts or RSS feeds or information that is submitted or collected by third parties.

Change to our Privacy Policy

Any changes to this Privacy Policy will be posted on this website so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any time we decide to use Personal Data in a manner significantly different from that stated in this Privacy Policy, or otherwise disclosed to you at the time it was collected, we will notify you by email, and you will have a choice as to whether or not we use your information in the new manner.

There will be occasions when it is necessary to ensure that the data that we process is secure and for this purpose it may be necessary to engage the services of a professional third party in order to test our capabilities.

Cookies

What are cookies?

A "cookie" is a piece of information that is stored on your computer's hard drive and which records your navigation of a website so that, when you revisit that website, it can present tailored options to you based upon the stored information about your last visit. You can normally alter the settings of your browser to prevent acceptance of cookies.

Cookies are used by nearly all websites and do not harm your system.

How do we use cookies?

We use "cookies" to monitor site user traffic patterns and site usage. This helps us to understand how our users use our websites so that we can develop and improve the design, layout and functionality of the sites.

There are different kinds of cookies with different functions:

1. Session cookies: these are only stored on your computer during your web session. They are automatically deleted when the browser is closed. They usually store an anonymous session ID allowing you to browse a website without having to log in to each page. They do not collect any information from your computer.

2. Persistent cookies: a persistent cookie is one stored as a file on your computer, and it remains there when you close your web browser. The cookie can be read by the website that created it when you visit that website again. We use persistent cookies for Google Analytics (see section 6 on Google Analytics).

The only third-party cookies we use on our site are Google Analytics (please see section 6 on Google Analytics)

The cookies we use are explained below:

3. Strictly necessary cookies

These cookies are essential to enable you to use the site effectively. These cookies do not gather information about you that could be used for marketing or remembering where you have been on the internet.

4. Performance cookies

These cookies enable us to monitor and improve the performance of our site. For example they allow us to count visits, identify traffic sources and see which parts of the site are most popular. We use Google analytics for this purpose (see section 6) and all information these cookies collect is aggregated and therefore remains anonymous. These cookies do not collect information that identifies a visitor, as all information these cookies collect is anonymous and is only used to improve how our site works.

5. Functionality cookies

These cookies allow our website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced features. For instance, a website may be able to provide you with news or updates relevant to the policies you buy. These cookies can also be used to remember changes you have made to text size, font and other parts of web pages that you can customise. They may also be used to provide services you have requested such as viewing a video or commenting on a blog. The information these cookies collect is usually anonymised.

6. Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. Google uses the __utma cookie. This is a persistent cookie that expires in two years. With each new visit, the expiration date is refreshed. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

7. Personalisation cookies

This website does not use personalisation cookies. These cookies are persistent (see section 2 above) and mean that when you log in or return to the website you may see features that are similar to other features or services that you have previously browsed.

8. How to reject cookies

If you don't wish to receive cookies that are not strictly necessary to perform basic features of our site you can block third party cookies from within your browser or you can block cookies completely.

Alternatively, if you wish to keep your cookies settings but want to opt-out of Google Analytics tracking, you can download an add-on here: <https://tools.google.com/dlpage/gaoptout>

Note that most web browsers will accept cookies, but if you would rather that we did not collect data in this way you can choose to accept all or some or reject cookies in your browser's privacy settings. Rejecting all cookies means that certain features cannot then be provided to you and accordingly you may not be able to take full advantage of all our website's features. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.

For more information generally on cookies, including how to disable them, please refer to aboutcookies.org (<http://www.allaboutcookies.org/>). You will also find details on how to delete cookies from your computer.