

## Privacy Policy

GripHero (“we”, “us”, “our”) is committed to protecting your privacy and takes its responsibility regarding the security of your personal data very seriously. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By submitting personal data to us, you agree to us using your data as follows.

### Information we may collect from you

We collect and process personal data about you when you contact us for any reason. For example, when you place an order for products or voluntarily complete customer surveys/provide feedback. We may collect the following information:

- Name
- Job Title (if applicable)
- Company Name (if applicable)
- Contact information including any of the following:
  - Email address
  - Telephone Number
  - Mobile Telephone Number
  - Business Address
- Other information relevant to the query (for example forecourt size)

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

### How we will use the information about you

We collect information about you to process your enquiry, fulfil your order, manage your account, inform you of GripHero news and improve the website.

We will retain your information for as long as your account is active, or as long as needed to carry out our obligations, and as necessary to comply with our legal, regulatory or compliance obligations.

### Sharing personal data with other organisations

GripHero will share minimal personal data with third parties, for example to ensure delivery of goods.

We will not otherwise sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We may pass on some general statistical information about our customers, sales figures and related matters to reputable third parties, but these details will not include personally identifying information.

## International Data Transfers

GripHero may be required to transfer personal data to a country/countries outside of the UK. Transfers may take place for us to deliver goods in compliance with the contract, which will contain minimal personal data.

## Data Security

We are committed to ensuring that your information is secure. 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.

We use computer safeguards such as encryption and secure data transfer, and we enforce physical access controls to our building and files to keep this information safe. We also only authorise access to employees who need it to carry out their job responsibilities.

However, whilst we take appropriate technical and organisational measures to safeguard your personal information, please note that we cannot guarantee the security of any personal information that you transfer over the internet to us.

## Company News

We would like to occasionally send you GripHero updates, which we think will be of interest to you. You can ask us not to send these to you by contacting us by the below details.

We also like to hear your views to help us to improve, so we may contact you for market research purposes. You always have the choice about whether to take part in our market research.

## Your Rights

We want to make sure that your personal information is accurate and up to date. If you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible at the below contact details. We will promptly correct any information found to be incorrect.

You have the right to ask us not to process your personal data and to restrict the use of your personal data. You can exercise your right to prevent such processing by contacting us.

You have a right to request a copy of the information that we hold about you, this is called a Subject Access Request. If you would like a copy of some or all of your personal information please contact us.

GripHero processing of your personal data is completed under the legal basis of "Contract" and "Legitimate Interest", as described above. You have the right to object to GripHero's use of your personal data at any time.

You also have the right to lodge a complaint with a supervisory authority, for example with the Information Commissioner's Office (ICO).

## Site Tracking

We may use tracking software to monitor customer traffic patterns and site usage to help us develop the design and layout of the website to better meet the needs of visitors. This software does not enable us to capture any personally identifying information.

## Links to other websites

Our site may contain links to and from other websites of interest. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## Contact

Questions, comments and requests regarding this policy are welcomed and should be addressed:

- via email: [info@griphero.com](mailto:info@griphero.com)
- or write to us at: Unit 1-2, Hatchmoor Industrial Estate, Hatherleigh, Devon, EX20 3PL

## Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page and, where appropriate, notify you by email.

This privacy policy was last updated 11th February 2021.

## Version History

Version	Type	Date	Author	Approved	Approved By
0a	Draft	12/04/2018	AF	No	
0b	Draft	10/05/2018	AF	No	
2		10/05/2018	AF	Yes	OY
3a	Draft	11/02/2021	AF	YES	OY