



GB-SOL LIMITED ONLINE PRIVACY STATEMENT

This notice explains how and why GB-Sol uses personal data of its individual customers (“you”) when we respond to enquiries, requests for quotations and orders for our products when you use our websites and other digital platforms, and when we communicate with you.

“Personal data” is any information that relates to an identifiable natural person. Your name, address and contact details are all examples of your personal data, if they identify you.

The term “process” means any activity relating to personal data, including, by way of example, collection, storage, use, consultation and transmission.

"Controller" is a legal term which means that we make decisions about how and why we use your personal data and, because of this, we are responsible for making sure it is used in accordance with data protection laws.

If you have any questions about this notice, please email info@gb-sol.co.uk

Personal Data that GB-Sol Collects

When using GB-Sol websites, we will collect the following categories of personal data in relation to you:

- Name
- Contact details, such as email address and (optional information) phone numbers
- Credentials such as passwords, password hints and similar security information for authentication and account access
- Postal Address

This personal information is entered via input forms on GB-Sol websites, by “GB-Sol Administrators”, which generally means GB-Sol staff, and by you.

GB-Sol also collects information that individuals may enter via input forms on the GB-Sol websites.

Use of cookies

When you visit GB-Sol websites, one or more “cookies” are generated. The only cookies used on GB-Sol websites are essential cookies, which are used to make GB-Sol websites work correctly. They enable visitors to move around our websites and use our features. Examples include remembering previous actions (e.g. entered text) when navigating back to a page in the same session. These cookies do not identify you as an individual. If you do not agree to our use of cookies, you should set your browser settings accordingly or not use GB-Sol websites. Please be aware that if you do not accept or disable the cookies that we use, this may impact your user experience while using GB-Sol websites; for example, you may



not be able to visit certain areas of the site. Only session cookies are used on GB-Sol websites. These are temporary cookies that remain on your device until you leave GB-Sol websites.

Who do we share your personal data with and why?

Sometimes we need to disclose your personal data to other people.

From time to time we may ask third parties to carry out certain business functions for us, such as the administration of our websites and IT support. These third parties will process your personal data on our behalf (as our processor). We will disclose your personal data to these parties so that they can perform those functions.

We have set out below a list of the categories of recipients with whom we are likely to share your personal data;

- IT support, Website and data hosting providers and administrators;
- payment processors;
- consultants and professional advisors including legal advisors and accountants;
- courts, court-appointed persons/entities, receivers and liquidators; and
- governmental departments, statutory and regulatory bodies.

What do we do with your personal data and why?

Personal data is used to support the primary purposes of our websites, as described in this document.

We use your contact and other information to respond to your enquiries and to resolve any disputes with you. We may also use information we hold for our general record-keeping and stakeholder relationship management. This processing is conducted on the basis of it being in our legitimate interests.

Your rights

We will retain your personal data for no longer than is necessary for the purposes for which we are processing it for. This will depend on a number of factors, including:

- any laws or regulations that we are required to follow;
- whether we are in a legal or other type of dispute with each other or any third party;
- the type of information that we hold about you; and
- whether we are asked by you to keep your personal data for a valid reason.

Where our processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. If you do decide to withdraw your consent we will stop processing your personal data for that purpose, unless there is another lawful basis we can rely on – in which case, we will let you know. In other cases you can object to this



processing at any time. If you do this, we will need to show either a compelling reason why our processing should continue, which overrides your interests, rights and freedoms or that the processing is necessary for us to establish, exercise or defend a legal claim

You have the right (subject to certain conditions) to:

- access your personal data and to be provided with certain information in relation to it, such as the purpose for which it is processed, the persons to whom it is disclosed and the period for which it will be stored;
- require us to correct any inaccuracies in your personal data without undue delay;
- require us to erase your personal data, for example where your personal data is no longer needed for the purposes for which it was collected or where the relevant processing is unlawful;
- require us to restrict processing of your personal data;
- receive the personal data which you have provided to us where we are processing it on the basis of your consent; and
- object to a decision that we make which is based solely on automated processing of your personal data.

GB-Sol protects the personal information it holds from misuse, loss, unauthorised access, modification or disclosure by various means including password access and secure servers. However please note that, in relation to any personal data you submit to us online, we cannot guarantee the security of data sent to us in this way. Transmission of data over the internet is at your own risk. You are responsible for keeping any passwords you use to access GB-Sol websites or platforms safe.

GB-Sol endeavours to ensure that the personal information it holds is accurate, complete and up-to-date.

How to Access & Control Your Personal Data

You may also request a GB-Sol Administrator to update your personal information on your behalf. Please email info@gb-sol.co.uk if you would like to exercise any of your privacy rights. However, if you consider that we are in breach of our obligations under data protection laws, you are always entitled to submit a complaint with the Information Commissioner's Office.

Communications Preferences

You can choose whether you wish to receive updates from GB-Sol by email. If you would like to opt out, you can do so by following the directions in those messages or by emailing info@gb-sol.co.uk



Enquiries and Feedback

If you have enquiries or wish to provide feedback about this policy, please e-mail info@gb-sol.co.uk

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