

PRIVACY POLICY

RESPECTING YOUR DATA AND COMMITTED TO KEEP YOUR DATA SAFE

This policy explains when and why we collect your data and how we will use it. It also outlines how we will use your data and keep it secure. We are committed to processing data in line with the rules and guidelines set out by the General Data Protection Regulation (GDPR).

We may need to update this policy from time to time so please check this page occasionally to check that you are happy with any changes.

If you have any questions regarding this policy or the use of your data then please contact sales@fcexports.co.uk or write to; FC Exports Ltd, Unit 4 Focal Point Lacerta Court Letchworth, Hertfordshire, SG6 1FJ and we will be happy to assist you.

FC Group takes your privacy very seriously and we ask that you read this privacy notice carefully as it contains important information on:

- The personal information we collect about you;
- What we do with your information; and
- Who your information might be shared with.

This privacy notice explains how we use your personal data in order to improve our services to you, and what choices you have about how we use that data.

When we refer to 'we' or 'us' or '**FC Group**' in this notice, we mean the operating entities of the **FC Exports Ltd/FC Exports West Africa Ltd/FCS West Africa Ltd**.

The information we gather

As a company we may gather certain information about you when you contact us, to purchase products, request our services or apply for jobs. We may also obtain your information via your business card(s) or contact details obtained by our Sales Team. FC Group care about your personal data a great deal and are committed to protecting your privacy and respecting your data.

We will not sell any of your personal information to third parties, nor will we transfer your personal data outside of the European Union without your prior consent.

Information that we gather about you may include (without limitation) your name, organisation, contact details, IP location, bank details which are used to make payments to suppliers.

Please be aware that our website and social media platforms contain links to third party websites and social media platforms. We are not responsible for the security or privacy policies of those third-party sites and recommend that you review those parties' privacy notices before sharing your personal data on those platforms.



Data retention

We will retain your personal data in accordance with your instruction or as required by applicable law. We may also retain certain information in order to conduct audits, comply with our legal obligations (and to demonstrate compliance) and to resolve disputes. However, we will not retain your personal data for longer than reasonably necessary.

Systems used to process data

We gather information directly from you and also via our website and other systems. These may include, for example:

- Our computer networks and connections;
- Emails;
- Internet facilities;
- Our telephones, voicemail
- Social Platforms, Live Chats and Instant Messaging Services
- We may periodically send promotional emails about our products and services, special offers or other information which we think you may find interesting using the email address which you have provided, only if you have given us permission to do so.

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 online.

Cookies

When you use our website we may gather information about you through Internet access logs, cookies and other technical means. 'Cookies' are text files placed on your computer to collect Internet log information and user behaviour information. These are used to track website usage and monitor website activity and for other data processing reasons set out below.

Some of the cookies we use are essential for parts of the site to operate and have already been set. You may delete and block all cookies from this site, but parts of the site will not work.

The majority of web browsers (including Firefox, Internet Explorer, Google Chrome, Opera, and Safari) will allow you to block cookies from being installed on your device or delete selected or all cookies currently installed on your device, via your browser settings. Depending on your browser, further information can be obtained via the following websites: Firefox, Internet Explorer, Google Chrome, Opera or Safari. Mobile phone users may have to refer to their handset manual for details on how to block or delete cookies using their mobile browser. Please be aware that restricting the use of cookies may impact on the functionality of our website.

Keeping your data secure



We have appropriate security measures in place to prevent your personal information being accidentally lost, or used or accessed in an unauthorised way. We also limit access to your personal information to those who have a genuine business need to know it. Some of the technical and organisational measures we use to safeguard your personal data are:

- storing your personal data, in a secure environment;
- training our staff on the importance of data protection measures;
- securing our network by an advanced firewall supported by industry standard anti-virus software.

We also have policies and procedures in place to deal with any suspected data breach so that we can act quickly to minimise any potential damage.

Your rights

Under the GDPR you have a number of important rights. Those include:

- **Right to fair processing of information and transparency over how we use your personal information** – we are required to inform you why we want to gather your personal information, what we will do with it, who it will be shared with and how long it will be kept for. That information is set out in this privacy notice, but if you require any further information please don't hesitate to contact us.
- **Right to request a copy of your information** – you can request a copy of your information which we hold (this is known as a 'subject access request'). If you would like a copy of some or all of this information please contact us with proof of your identity and let us know what information you would like. We must provide this information to you in a commonly used and machine-readable format.
- **Right to require us to correct any mistakes in your information** – you can require us to correct any information which we hold. If you would like to do this, please contact us to let us know the information that is incorrect and what it should be replaced with.
- **Right to ask us to stop contacting you with direct marketing** – you can ask us to stop contacting you for direct marketing purposes at any time. If you would like to do this, please contact us and let us know what method of contact (one or all) you are not happy with.
- **Right to restrict processing** – you can ask us to suspend the processing of your personal data in certain circumstances, for example, if you have notified us there is a mistake in the information we hold about you, you may ask us to suspend processing until that mistake is rectified.
- **Right to erasure** – otherwise known as 'the right to be forgotten' – you can ask us to delete or remove your personal data from our systems where there is no compelling reason for us to continue processing it.

If you want to exercise any of these rights, please write to us, and provide us with enough information to enable us to confirm your identity. We may also require proof of your identity, such as a copy of your driving license, passport and a recent utility bill or bank statement, to be sure that we are not releasing any of your personal data to anyone other than you.

Changes to this privacy notice

This privacy notice was first published on May 24th, 2018 and last updated on Dec 17th 2018.

Your privacy is important to us and we are constantly reviewing our policies and procedures to ensure we are meeting the high standards we set ourselves. As a result, we may amend this privacy notice



from time to time, and we recommend that you check this page periodically to review any changes that may have been made