

25<sup>th</sup> May 2018

## **PRIVACY POLICY: FORENTEQ LIMITED**

ForenteQ Ltd is a privately owned limited company. This Privacy Policy describes our practices related to Personal Information and how ForenteQ applies the principles and rights afforded to individuals by the General Data Protection Regulation (GDPR).

This Privacy Policy is to let you know how ForenteQ promises to look after your personal information, which is collected by ForenteQ through personal contact, telephone, e-mail and our website. This includes what you tell us about yourself and what we learn by having you as a customer. This notice explains how we do this and tells you about your privacy rights and how the law protects you.

### **Our Privacy Promise**

We promise:

- ❖ To keep your data safe and private
- ❖ Not to sell your data
- ❖ Not to share your data, except where we have a legitimate business interest to do so. A legitimate interest is when we have a business reason to use your information, but even then, it must not unfairly go against what is right and best for you.

### **How the law protects you**

As well as our Privacy Promise, your privacy is protected by law, which says that we are allowed to use personal information only if we have a proper reason to do so. The law says that we must have one or more of these reasons:

- ❖ To fulfil a contract we have with you, or
- ❖ When it is our legal duty, or
- ❖ When it is in our legitimate interest, or
- ❖ When you consent to it.

### **What Personal Information does ForenteQ collect?**

Here's a list of information that ForenteQ collects from you that enables ForenteQ to fulfil its contractual obligations with you as a customer:

**ForenteQ Limited**, Pure Offices, Wilton Drive, Tournament Fields, Warwick CV34 6RG  
Tel 01926 676402 [www.forenteq.com](http://www.forenteq.com)



- Company address(es), sites and registered business address.
- Contact Name(s)
- Contact Telephone Number (office & mobile)
- Contact e-mail address(es)
- VAT Registration number, if applicable.
- Bank Account details, or invoice payment details, where applicable.

### **Why does ForenteQ collect such Information?**

Our purpose in collecting this information is to enable ForenteQ to fulfil our contractual obligations with you and enable ForenteQ to provide customised services and products relevant to your specific needs.

### **How does ForenteQ use such Information?**

Your information may be used by the Company to carry out our contractual obligations, or authenticate you as a customer and may be used to:

- ❖ Provide requested information, products, or services;
- ❖ Advertise products, services, promotions and events relating to the Company;
- ❖ Improve our products and services,
- ❖ If you are applying for a job, evaluate your interest in and/or allow you to apply for employment with the Company;
- ❖ Protect against fraud or investigate suspected or actual illegal activity;
- ❖ Respond to a legitimate legal request from law enforcement authorities or other government regulators;
- ❖ Conduct investigations to ensure compliance with, and comply with, legal obligations.

Except where used in support of a contract with you or to fulfil a legal obligation, our use of your Personal Information will be only for legitimate business interests as set out above.

### **How does ForenteQ secure Personal Information?**

ForenteQ is committed to ensuring the security and integrity of Personal Information. ForenteQ has adopted reasonable physical, electronic and managerial procedures to safeguard your Personal Information. However, due to the nature of Internet communications, we cannot guarantee or warrant that your transmission to us is secure.

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Registered in England company number 09723053



### **Does ForenteQ share the information it collects?**

ForenteQ will not sell your Personal Information.

ForenteQ will only share your Personal Information outside of our Company, as a legitimate business interest to fulfil our contractual obligations.

The following is a list of legitimate business interests whereby ForenteQ may share some, or all of your personal information with a third-party organisation:

- ❖ Service providers, dealers, distributors, agents or contractors that ForenteQ has retained to perform services on our behalf.
- ❖ ForenteQ will only share your Personal Information with third parties whom ForenteQ has contractually restricted from using or disclosing the information except as necessary to perform services on our behalf, or to comply with legal requirements;

Comply with legal obligations, such as in response to a legitimate legal request from law enforcement authorities, courts or other government regulators or authorities, among other things;

- o Investigate suspected or actual illegal activity;
- o Prevent physical harm or financial loss; or
- o Support the sale or transfer of all or a portion of our business or assets (including through bankruptcy).

### **How can you correct, change or delete your information held by ForenteQ?**

You may request to access, update, correct, change, or delete your Personal Information at any time. ForenteQ will use reasonable efforts to timely update and/or remove information. To protect the user's privacy and security, ForenteQ will take steps to verify the user's identity before making any requested change. To access, change, or delete your Personal Information, to report problems with the Website, to ask questions or to raise concerns, please send an email to [paul.butler@forenteq.com](mailto:paul.butler@forenteq.com). Please note that while we will assist you in protecting your Personal Information, it is your responsibility to protect your passwords and other access credentials from others.

### **How long do we keep your Personal Information?**

The Personal Information you provide to ForenteQ is only kept for as long as it is reasonably necessary for the purposes for which it was collected, taking into account our need to comply with contractual obligations, resolve customer service issues, comply with legal requirements and provide new or improved services to users. This means that we may retain your Personal Information for a reasonable period after you stopped using ForenteQ.

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After this period, your Personal Information will be deleted from all systems of ForenteQ without notice.

#### **How might ForenteQ change this Privacy Policy?**

As ForenteQ expands and improves its products and services, we may need to update this Privacy Policy. This Privacy Policy may be modified from time to time without prior notice.

We encourage you to review this Privacy Policy on a regular basis for any changes. Substantive changes will be identified at the top of the Privacy Policy.

#### **How can you contact ForenteQ?**

If you have any comments or questions about this Privacy Policy, or on the manner in which we treat your personal information, please e-mail [paul.butler@forenteq.com](mailto:paul.butler@forenteq.com)