

## T&T Tubecraft Ltd Privacy Policy

This privacy policy explains how T&T Tubecraft Ltd governs the privacy of its customers and visitors to our website, [www.tubecraft.co.uk](http://www.tubecraft.co.uk). It explains how we comply with the GDPR (General Data Protection Regulation), the DPA (Data Protection Act) and the PECR (Privacy and Electronic Communications Regulations). This policy will explain areas of this website that may affect your privacy and personal details, how we process, collect, manage and store those details and how your rights under the GDPR, DPA and PECR are adhered to. Additionally it will explain the use of cookies or software and the download of any documents or files made available to you on this website. Further explanations may be provided for specific pages or features of this website in order to help you understand how we and this website interact with you and your computer/device in order to serve you. Our contact information is provided if you have any questions.

### Use of cookies

This website uses cookies to better your experience while visiting the website. As required by legislation, where applicable this website uses a cookie control system, allowing you to give explicit permission or to deny the use of saving of cookies on your computer/device.

**What are cookies?** Cookies are small files saved to your computer's hard drive that track, save and store information about your interactions and usage of the website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors or use the cookie control system if available upon their first visit.

**How to turn off cookies.** All modern browsers allow you to change your cookie settings. The following links may be helpful in helping you understand how you can update your browser cooking settings:

Cookie settings in Internet Explorer <http://support.microsoft.com/kb/196955>

Cookie settings in Firefox <http://support.mozilla.com/en-US/kb/Cookies>

Cookie settings in Chrome <http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95647>

Cookie settings in Safari <http://docs.info.apple.com/article.html?path=Safari/3.0/en/9277.html>

### Website visitor tracking

When someone visits [www.tubecraft.co.uk](http://www.tubecraft.co.uk) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make any attempt to find out the identities of those visiting our website.

### Downloads and media files

Any downloadable documents, files or media made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available, you are advised to verify their authenticity using third party antivirus software or similar applications. We accept no responsibility for third party downloads and downloads provided by external third party websites and advise users to verify their authenticity using third party antivirus software or similar applications.

### Contact and communication with us

Users contacting us through this website do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Where we have clearly stated and made you aware of the fact, unless you have chosen to opt out, we may use your details to send you products/services information through a mailing list system. This is done in accordance with the regulations named in the policy above.

### **Email mailing list and marketing messages**

We operate an email mailing list program, used to inform subscribers about products, services and/or news, we may contact you if we need to obtain or provide additional information, to check our records are right and to check every now and then that you're happy and satisfied. Users are subscribed when they give their details through a product/quote enquiry, using the 'soft opt-in' approach. Subscriber personal details are collected, processed, managed and stored in accordance with the regulations named in the policy above.

Subscribers can unsubscribe at any time, either at the point of giving personal details, by means as detailed in the footer of sent marketing messages or by contacting T&T Tubecraft Ltd direct. The type and content of marketing messages subscribers receive will only be relevant to their original enquiry.

Email marketing messages may contain tracked clickable links in order to track subscriber activity within email marketing messages. Where used, such marketing messages may record a range of subscriber data relating to engagement, geographic, demographics and already stored subscriber data.

### **Social media policy and usage**

We adopt a social media policy to ensure our business and our staff conduct themselves accordingly online. While we may have office profiles on social media platforms, users are advised to verify authenticity of such profiles before engaging with, or sharing information with such profiles. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page. You can find further information about some social media privacy and usage policies in the resources section below.

### **Sharing of data**

We may share information with the relevant business partner in your territory so that local support can be made available if required.

### **Access to your personal information**

You are entitled to view, amend or delete the personal information that we hold. Email your request to [info@tubecraft.co.uk](mailto:info@tubecraft.co.uk).

### **Changes to this privacy notice**

We may change this privacy notice from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you visit our website.