



WTAE LTD. PRIVACY POLICY

This policy describes your privacy rights regarding the way we collect, store and use your personal information. We reserve the right to update this Privacy Policy at any time and any changes we make to our Privacy Policy will be posted on our website. Please check periodically for any updates.

1. How We Collect Your Personal Information

The personal information held by us may include your name, titles, business address, email address, telephone number and other contact details. It is important that the personal data we do hold is accurate and current. Please notify us of any changes to your personal information

We collect this information when you open an account with us, request any of our business services, contact us by email, phone or letter, make payment for our services, or where our staff have face-to-face dealings with you or from publicly available sources of information.

The information we collect is held both in physical form and on computer databases.

If you fail to provide us with the information we require we may not be able to provide a testing service to you. In this case we may need to close an account or cancel a service you have with us but you will be notified if this is the case at that time.

2. How We Use Your Personal Information

Our primary purpose in collecting personal information is to provide you with our services or to respond to any query you may have about those services.

We will only use your personal data where the law allows us to. Most commonly your personal data may also be used to:

- verify your information;
- conduct appropriate checks for credit-worthiness;
- assist you to best identify which of our services best meet your requirements;
- administrate and manage those services, including delivery of results, invoicing and collecting debts;
- advise of changes to our terms and conditions for services, and our contact details;

We do not monitor or record telephone communications with you.

We do not undertake automated decision making with your personal data

3. Disclosing Personal Information to Third Parties

WTAE Ltd. will not disclose your personal information outside of WTAE Ltd., unless it is agreed with you beforehand. We may occasionally share non-personal, anonymised and statistical data with third parties for our own business purposes.

However, there may be circumstances where your personal information is shared with third parties, such as;

- Professional advisors, including accountants, auditors and lawyers;
- Government and regulatory authorities as required and authorised by law;
- IT software providers that host our website and store data on our behalf, and;
- Staff members in order to facilitate the provision of services to you

We will, unless prohibited by law, notify you if we are required to share your personal information for any of the reasons outlined above. We take care to ensure that your information is treated confidentially.

We do not sell your personal information to any other party. We take reasonable steps to protect your personal information from unauthorised access, modification or misuse, both from within and outside WTAE Ltd.

4. How Long We Keep Personal Information

WTAE Ltd. will retain your personal data for the period of time that is necessary to fulfil the original purposes for which it was collected. Please keep in mind that in certain cases a longer retention period may be required or permitted by law or to allow WTAE Ltd. to pursue its business interests, conduct audits, comply with our legal obligations, enforce our agreements or resolve disputes.

The criteria used to determine our retention periods include;

- How long is the data needed to provide you with our products or services or to operate our business?
- Do you have an account with us? In this case, we will keep your data while your account is active or for as long as needed to provide the services to you;
- Are we subject to a legal, contractual, or similar obligation to retain your data? Examples can include mandatory data retention laws in the applicable jurisdiction, government orders to preserve data relevant to an investigation, or data that must be retained for the purposes of contract or litigation.

5. How Personal Data is Protected

WTAE Ltd. follows strict security procedures in the storage and disclosure of information which you have given us in order to prevent unauthorized access, loss or destruction of your personal data. These include:

- Physical safeguards, with locked doors and file cabinets, controlled access to our facilities and secure destruction of media containing your personal data;
- Technology safeguards, like the use of anti-virus and endpoint protection software, and monitoring of our systems and data centres;
- Organizational safeguards, like training and awareness programs on security and privacy, to make sure employees understand the importance and means by which they must protect your personal data.

6. How You Can Access and Control Your Personal Data

You have a right to access what personal information we hold about you. Please contact us should you wish to do so. We reserve the right to ask you to put a request in writing and to provide identification for security reasons.

You may ask us to correct any personal information about you that we hold. We will take such steps as are reasonable in the circumstances to correct that information to ensure that, having regard to the purpose for which it is held, the information is accurate, up to date, complete, relevant and not misleading. You also have the right to object to the processing of your personal data in certain circumstances or withdraw your consent to the processing of your personal data where this has been previously provided.

7. How You Can Contact Us

If you have a question regarding this policy, want to access personal information we hold about you, or want to file a complaint concerning the breach of this policy, please contact us by one of the following methods;

- *Telephone:* 01274 736493
- *Email:* info@wtaeurope.com
- *Postal Address:* Wool Testing Authority Europe Ltd.
Unit 7, Lon Barcud
Cibyn Industrial Estate
Caernarfon
Gwynedd
LL55 2BD