



This is the Privacy Policy of Arrk Europe Limited. In this document “we”, “our”, or “us” refer to Arrk Europe Limited. We are a company registered in England No. 3418673. Our registered office is at Caldwell Road, Nuneaton, Warwickshire, CV11 4NG, UK.

OUR COMMITMENT TO GDPR

At Arrk Europe Limited, we respect the privacy needs of our valued customers, suppliers and employees. This Privacy Policy tells you what to expect when your information is gathered by Arrk Europe Limited and how that information is stored and used.

INTRODUCTION

This is a notice to inform you of our Policy about all information that we record about you. It covers information that could identify you (personal information) and information that could not. Maintaining the privacy of your information is of paramount importance to us as it fosters confidence, goodwill and stronger relationships between all parties. Our Policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR). The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data. Please read the information provided by the Information Commissioners Officer (ICO). Except where expressed, we do not share, or sell, or disclose to a third party any information collected through our website.

THE BASIS ON WHICH WE PROCESS INFORMATION ABOUT YOU

The law requires us to determine under which of six defined bases we process different categories of your personal information and to notify you of the basis for each category. If any basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data. If the basis changes then if required by law we shall notify you of the change and any new basis under which we have determined that we can continue to process your information.

INFORMATION, COLLECTION AND USE

Arrk Europe Limited explicitly asks when we need information that personally identifies you (“personal information”). Your personal information is used to create sales or purchase orders that allow transactions and this may involve adding your data to our internal systems. Financial information that is collected is used to verify, identify and to bill or pay either you or your company for products and services as applicable. Your information may be used to compile demographic and product information. Under no

circumstances will Arrk Europe Limited make any personal information about an individual user available to anyone, unless instructed to do so.

Your email address is used only to send you information that may be of legitimate interest to your business. Arrk Europe Limited allows you to elect to receive, or not to receive, certain information from the Company. Arrk Europe Limited will not sell, rent, or loan our contact lists or our customer's contact lists (including customer data) to any outside firms. All data subjects will have the option to unsubscribe. Unsubscribe requests are fulfilled within 5 working days.

Arrk Europe Limited has made substantial investment in server, database, backup and firewall technologies to protect our information assets. These technologies are deployed as part of sophisticated security architecture. These investments mean that information about the identity and individuals is never accessible to anyone outside of the Company. We will maintain safeguards to protect the security of these servers and your personally identifiable information. Arrk Europe Limited complies with the requirements of the Cyber Essentials Scheme. The cyber Essentials certification covers Arrk Europe Limited sites in the UK, including the Nuneaton Technical Centre, the Basildon Technical Centre, the Petersfield Technical Centre, the Gloucester Technical Centre and the Teesside Technical Centre. All sites share the same policies and practices run on a shared MPLS and deploy the same anti-virus and malware protection.

INFORMATION WE PROCESS BECAUSE WE HAVE A CONTRACTUAL OBLIGATION WITH YOU

When you create an account with us, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us. To carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information. We may use it in order to verify your identity for security purposes, sell products to you, provide you with our services, provide you with suggestions and advice on products & services. We process this information on the basis there is a contract between us. We shall continue to process this information until the contract between us ends or is terminated by either party.

INFORMATION WE PROCESS WITH YOUR CONSENT

In some circumstances there is no contractual relationship between us, we may ask you to provide your consent to us processing information that may be personal. Wherever possible we aim to obtain your explicit consent to process the specific information that will be communicated to you. Sometimes you might give your consent implicitly such as when you send us a message by e-mail to which you would reasonably expect us to reply.

INFORMATION WE PROCESS BECAUSE WE HAVE A LEGAL OBLIGATION

We may process your information in order to comply with a statutory obligation. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

INFORMATION PROVIDED ON THE UNDERSTANDING THAT IT WILL BE SHARED WITH A THIRD PARTY

Our website allows you to enter information with a view to that information being read, copied, downloaded or used by other people and you will also be asked to declare acknowledgement of this privacy statement and consent to the data provided being processed. We do store this information for a limited period and may contact you at a later date. You are also able to contact us to request removal from our records.

INFORMATION RELATING TO PAYMENT

Payment is mainly managed via invoice and details of client's payment details are only accessible to our highly qualified financial team. Online payments can be made on 'Arrk' online and these payments can be paid by credit or debit card. We use World Pay to process these transactions so you will need to consent to these details being processed via a third party. This is an automatic link on the website and you will receive links to the appropriate Privacy Policy and Consent links. Arrk Europe Limited have verified the service and security provided by World Pay and are satisfied that they will protect your personal data in accordance with the Data Protection Act 2018.

JOB APPLICANT AND EMPLOYMENT

If you send information to Arrk Europe Limited in connection with a job application, your personal data will be retained on our system for 12 months and we may contact you during that time should a suitable position become available. You are able to contact us to remove you from this list if you prefer.

COMMUNICATING WITH OUR TEAM

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need. We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you and provide a high-quality service.

COOKIES

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website, which enables the website to tailor its offerings to your preferences when you visit it.

We may obtain information about your general internet usage by setting a cookie file which is stored on your browser or the hard drive of your computer, tablet, smartphone or other device. We use both session ID cookies and persistent cookies. We use session cookies to make it easier for you to navigate our site. A session ID cookie expires when you close your browser. A persistent cookie remains on the hard drive of your Device for an extended period of time. You can remove persistent cookies via your browsers 'clear cookies' function. Please see www.allaboutcookies.org for more information about blocking cookies on your particular web browser.

Unless you have adjusted your browser setting so that it will refuse cookies, we will drop cookies onto your Device as soon as you visit our site. Persistent cookies enable us to track and target your interests to enhance your experience on our website. For example, we use this data to understand how you interact with our Website, so we can make improvements to the information and design of our Website.

IP Addresses – we collect and store information about your Device, including where available, your IP address, operating system and browser type. This is anonymous statistical data about your browsing activities and patterns and does not contain any personal data.

We use analytics technologies provided by Google Analytics and other third parties. This involves cookies being set via our website, which then collect information about your usage of our website. This information is anonymous and does not contain any personal data.

RETAINING YOUR DATA

Except as otherwise mentioned in this Privacy Policy., we keep your personal information only for as long as required by us; to provide you with the services you have requested; to comply with other law, including the period demanded by our tax authorities, to support a claim or defence in court.

PERSONAL IDENTIFIERS

Requests by your web browser to our servers for web pages and other content on our website are recorded. We record information such as your geographical locations, your internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution. We use this information in aggregate to assess the popularity of the

webpages on our website and how we perform in providing content to you. If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

INFORMATION OBTAINED FROM THIRD PARTIES

Although we do not disclose your personal information to any third party (except as set out in this Policy), we may sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

CREDIT REFERENCE

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers and suppliers.

DATA MAY BE PROCESSED OUTSIDE THE EUROPEAN UNION

Our websites are hosted in Germany and the United Kingdom. So far as reasonably practicable we will ensure that data remains in the European Union. However, data obtained in the UK could be processed outside of the European Union. For example, if a quotation was requested that involved a tooling or technical quotation outside of the European Union.

We operate the following safeguards with respect to data transferred outside the European Union; the processor is within the same corporate group as our business or organisation and abides by the same binding corporate rules regarding data processing.

ACCESS TO YOUR OWN PERSONAL INFORMATION

At any time you may review or update personally identifiable information that we hold about you, by contacting our sales and customer service teams, signing into your account (Arrk online) or our central data officer on dpo@arrkeurope.com After receiving the request we will tell you when we expect to provide you with the information requested or the change instruction.

REMOVAL OF YOUR INFORMATION

If you wish us to remove personally identifiable information from our website, you may contact us at dpo@arrkeurope.com This may limit the service that we offer you.

VERIFICATION OF YOUR INFORMATION

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

CHILDREN

We do not sell products or provide services for purchase by children, nor do we market to children. If you are under 18, you may use our website only with consent from a parent or guardian.

DATA, SECURITY AND CONFIDENTIALITY

It is our policy to ensure, in so far as is reasonably practicable, that our systems and records are secure and not accessible to unauthorised third parties and where possible we will use appropriate encryption during transfer of personal data.

COMPLIANCE WITH THE LAW

Our privacy policy has been compiled to comply with the law and will be developed to ensure that we comply with the legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction (ICO), we should like to hear from you.

REVIEW OF THIS PRIVACY POLICY

We may update this Privacy Policy from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website.

POLICY MODIFICATIONS

The Company may change this Privacy Policy from time to time to reflect changes in our business, or legal or commercial practice. If/when Arrk Europe Limited make changes to this privacy policy, we will highlight the changes on our homepage and email users who have given us permission to do so. However, please be assured that if the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.

CONTACTING ARRK ABOUT THE PRIVACY POLICY

If you have any questions about our Privacy Policy, the information we have collected from you, the practices of the Company, or your dealings with the Company, please contact us as:

The Data Protection Officer, The Hyde, Langrish, Petersfield, Hampshire, GU32 1RL. Tel: 0844 346 0310, Email: dpo@arrkeurope.com