

# Data Protection Customer Privacy Notice



At Pyropress Limited, we are committed to protecting and respecting your privacy.

Pyropress Limited is part of Pioneer Safety Group which also includes Pyroban Limited, Baldwin and Francis and Allenwest. This privacy notice explains when and why we collect personal information from our customers and potential customers, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

## 1. What information do we collect about you?

We collect personal information about you when you request a quote or place an order for products and services. We also collect personal information when you voluntarily complete customer surveys and provide feedback. Website usage information is collected using cookies.

The personal information we collect might include your name, country, job title, company information, company address, email address, telephone number, and if you place an order we will also collect payment information and billing address.

We may also collect account login information, this refers to any information that is required for you to establish a unique account with us or for us give you access to your specific account profile. We only collect unique login information for those activities that require an account, such as online purchases. If you create an account with us, your personal contact information may be stored under your account profile.

## 2. How will we use the information about you?

The personal information we collect from you is used to process your order, set up and manage your account, provide warranty services and provide you with customer service, including responses to your enquiries.

In processing your order, we may send your details to, and also use information from, credit reference, fraud prevention and compliance agencies.

We would like to send you information about products and services of ours and other companies in our group which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of Pioneer Safety Group.

If you no longer wish to be contacted for marketing purpose, please email [GDPR@pyropress.com](mailto:GDPR@pyropress.com).

## 3. Will we share your information with anyone else?

We may disclose your personal information to third parties:

- If we have appointed a third party to perform certain functions on our behalf such as credit reference agencies, where those third parties need to have access to your personal information to properly perform their function;
- If we become involved in a merger, acquisition or other transaction involving the sale of some or all of our or our group companies' assets; or
- If we are under a duty to disclose or share your personal information in order to comply with a legal obligation.

Pyropress will not share or sell your information for marketing purposes with companies outside of Pioneer Safety Group.

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#### 4. How long do we keep your personal information?

We may store the personal information that you have provided in our databases such as our Customer Relationship Marketing database. We will only keep your personal information for as long as reasonably necessary taking into consideration our need to answer queries or resolve problems, provide warranty services, provide improved and new services and comply with legal requirements under applicable law(s). This means that we may retain your personal information for a reasonable period after you stop using Pyropress products or services. After this period, your personal information will be deleted from all systems.

#### 5. Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address

Email: [GDPR@pyropress.com](mailto:GDPR@pyropress.com)

Address: Data Protection Lead  
Pyropress Engineering  
Bell Close  
Plympton  
Plymouth  
Devon  
PL7 4JH

We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

#### 6. Security precautions

We have put in place measures to ensure the security of the personal information we collect and store about you and will use reasonable endeavors to protect your personal data from unauthorised disclosure and/or access.

When you provide us with your personal information over the internet, any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Explorer. Non-sensitive information (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us over the Internet, and you do so at your own risk.

Where we have given you or you have chosen a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you to not share your password with anyone.

#### 7. Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

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You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

### 8. Other websites

Our website may contain links to other websites run by other organisations. This privacy notice only applies to our website so when you link to other websites you should read their own privacy notices. We cannot be responsible for the privacy notices and practices of other websites even if you access them using the links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy notices and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

### 9. Changes to our privacy notice

We keep our privacy notice under regular review and we will place any updates on our website. If you would like to receive a hard copy of our privacy notice, please let us know.

This privacy notice was last updated on 1 December 2021.

### 10. How to contact us

Please contact us if you have any questions about our privacy notice or information we hold about you:

Email: [GDPR@pyropress.com](mailto:GDPR@pyropress.com)

Address: Data Protection Lead  
Pyropress Engineering  
Bell Close  
Plympton  
Plymouth  
Devon  
PL7 4JH