

EEC PRIVACY POLICY

1. WHO ARE WE?

For the purposes of the UK Data Protection Act 1998, the Data Controller is European Exhaust & Catalyst Ltd of Units 2-3, Parklands Industrial Estate, Forest Road, Denmead, Hampshire, PO7 6TJ.

By visiting eurocats.co.uk or contacting us and providing information you are accepting and consenting to the practices described by this policy.

The principles set out in this policy apply to all members of the EEC Group.

2. SECURITY MEASURES

EEC takes security measures in line with data protection regulations. EEC has security measures in place designed to prevent data loss, to preserve data integrity, and to regulate access to the data. Only authorized EEC employees, and authorised employees of our Third Party service providers' processing data on our behalf, have access to your personal data. All EEC employees who have access to your personal data are required to adhere to the EEC Privacy Policy. In addition, contracts are in place with all third-party service providers acting as data processors for EEC that have access to your personal data, to ensure that the level of security required is in place, and that your personal data is processed only as instructed by EEC.

3. HOW WE USE YOUR INFORMATION

This privacy notice tells you what to expect when we collect personal information or you provide personal information to us. It applies to information about:

Visitors to our websites;

Complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry;

People who use our services;

Job applicants and our current and former employees.

3.1 VISITORS TO OUR WEBSITES

When someone visits eurocats.co.uk we use a third party service, Google Analytics, to collect information about how visitors use our site. We do this to find out things such as the number of visitors to the various parts of the site. We then use the information to compile reports and to help us improve our site. This information is only processed in a way which does not identify anyone.

3.2 USE OF COOKIES BY EEC

Most web browsers allow some control of most cookies through the browser settings. You can read more about how we use cookies in our Cookies Notice.

To find out more about cookies, including how to see what cookies have been set and how to

manage and delete them, visit aboutcookies.org.uk or allaboutcookies.org.

To opt out of being tracked by Google Analytics across all websites visit tools.google.com/dlpage/gaoptout.

3.3 PEOPLE WHO CALL OUR TELEPHONE LINE

When you call EEC's telephone(s) we may collect Calling Line Identification (CLI) information. We use this information to help improve efficiency and effectiveness. Calls may be recorded and/or monitored to help improve our service.

3.4 ELECTRONIC COMMUNICATIONS

Any electronic communication, including any attachments, may be monitored and used by us for reasons of security, statistical analysis and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

3.5 PEOPLE WHO MAKE A COMPLAINT TO US

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process and resolve the complaint.

We may have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, revealing details of a complaint, to the party that is implicated, would identify the complainant by association. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained according to our retention schedule. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not identify any complainants unless the details have already been made public.

3.6 CCTV

We use CCTV in our premises for health and safety and security purposes. CCTV recordings are retained for up to 1 month. EEC operates its CCTV systems in compliance with the CCTV Code of

Practice issued by the Information Commissioner's Office in 2008. The Code describes best practice standards which should be followed by organisations operating devices which view or record images of individuals. It also covers other information derived from those images that relates to individuals (for example vehicle registration marks).

If you have any queries in relation to the use of CCTV operating on our premises please contact us.

3.7 JOB APPLICANTS, CURRENT AND FORMER EEC EMPLOYEES

When individuals apply to work at EEC, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or carry out background screening, we will not do so without informing individuals beforehand unless the disclosure is required by law. Information may be passed on to 3rd parties in order to carry out services and functions on our behalf. Please refer to these organisations' privacy notices:

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Data collected throughout the recruitment process may include background screening information, opinions and results of aptitude tests. Data published by the applicant on social and networking profiles may also be referred to.

Any sensitive personal data as part of the recruitment process, this information will only be used for statistical and analysis purposes. You are not obliged to provide any sensitive personal data. Provision of this data has no effect on the outcome of the recruitment process.

Once a person has taken up employment with EEC, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with EEC has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Sensitive personal data collected as part of the recruitment process, for example, ethnic background and religion, will be anonymised and is only used for the purpose of monitoring equal opportunities and statistical analysis.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with EEC, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for

purposes directly relevant to that person's employment. Once their employment with EEC has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

When providing information to other parties, for example, providing references to prospective employers, we will only provide 'matter of fact' statements, no personal information will be disclosed.

During employment at EEC, technical information from corporate devices belonging to employees will be collected and monitored for security and compliance purposes. This data is stored for a maximum of 1 year. At no time is this data used to track the location of EEC employees.

3.8 VACANCIES MAILING LIST

Personal information provided when joining our Vacancies Mailing List will only be used for the purposes of providing vacancy information and to monitor recruitment statistics. If at any time you wish to be removed from the Vacancy Mailing List you can do this by contacting EEC HR Department at the address below.

3.9 PERSONAL DATA WE PROCESS ON BEHALF OF OTHER DATA CONTROLLERS

EEC may act as a data processor for other data controllers. For the purposes of the UK Data Protection Act 1998, the principles set out in this policy apply to all Data Processors within the EEC Group of companies (Revcoat Technologies, Prolazer Components, Cleanairtech).

When acting in the role of Data Processor, EEC will only process personal information in line with the instructions of the Data Controller. When EEC processes personal data on behalf of a Data Controller the security measures in place are no less than would be implemented for the personal data we process as a Data Controller.

4. ACCESS TO PERSONAL INFORMATION

EEC tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the UK Data Protection Act 1998. If we do hold information about you we will:

Give you a description of it;

Tell you why we are holding it;

Tell you who it could be disclosed to; and

Let you have a copy of the information in an intelligible form.

To make a request to EEC for any personal information we may hold you need to put the request in writing, addressing it to our Compliance department at the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If you believe we hold inaccurate information about you, you can ask us to correct any mistakes by contacting the Compliance department.

5. DISCLOSURE OF PERSONAL INFORMATION

In most circumstances we will not disclose personal data without consent. However we may need to share information with other organisations or relevant bodies, for example, when we investigate a complaint.

EEC reserve the right to disclose information to associated companies and third parties as required, in accordance with the terms of the UK Data Protection Act 1998.

You can also get further information on:

Agreements we have with other organisations for sharing information;

Circumstances where we can pass on personal data without consent, for example, to prevent and detect crime and to produce anonymised statistics;

Our instructions to staff on how to collect, use and delete personal data; and

How we check that the information we hold is accurate and up to date.

6. LINKS TO OTHER WEBSITES

As you use the eurocats.co.uk website and load associated resources and links you may request page elements and links from third parties. Notable third parties are as follows:

Mailing list (MailChimp)

EEC maintains a mailing list, comprising email addresses and other personal information. If you elect to access or join the mailing list cookies may be set on your computer, and information you provide may be stored by MailChimp.com.

<http://mailchimp.com/legal/privacy/>

YouTube (Google)

We embed videos from both our official YouTube channel and other providers' channels. We use YouTube's standard methods, which may set cookies on your computer.

<https://support.google.com/youtube/answer/171780>

Maps (Google)

We embed maps from the Google Maps service. We use Google Maps' standard methods, which may set cookies on your computer.

<https://www.google.com/policies/technologies/cookies/>

Social Media (Various)

We use social media content from a variety of companies including Facebook, Twitter and LinkedIn. Accessing these social media posts may set cookies on your computer as detailed in the cookie policies of the relevant provider.

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

7. CHANGES TO THIS PRIVACY NOTICE

We keep our privacy notice under regular review. This privacy notice was last updated on 06/07/17. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

8. HOW TO CONTACT US

If you want to request any further information about our privacy policy or would like to submit any comments or requests you can email us or write to:

HR Department, European Exhaust & Catalyst Ltd, Units 2-3 Parklands Industrial Estate, Forest Road, Denmead, Hampshire, PO7 6TJ.

info@eurocats.co.uk