

# RENOLD WEBSITE PRIVACY STATEMENT

## Introduction

This Privacy Statement explains in detail the types of personal data (“information”) we collect about you when you interact with us through our website(s). It also sets out the basis on which we process the information which you provide to us, or we collect from you.

Please read the following carefully to understand how we handle your information.

Renold Plc is the controller and is responsible for this website. Renold Plc is a company registered in the United Kingdom under company number 249688 and we have our registered office at Trident 2, Trident Business Park, Styal Road, Wythenshawe, Manchester, M22 5XB which is also our main trading address.

The Renold Group is made up of a number of different legal entities, details of which can be found in our most recent Annual Report and Accounts. This privacy policy is issued on behalf of the Renold Group so when we mention “Renold”, “we”, “us” or “our” in this privacy policy, we are referring to the relevant company in the Renold Group responsible for processing your data. We will let you know which entity will be the controller for your data when you purchase a product or service with us.

### **Changes to this Privacy Statement and changes to your data**

Any changes we may make to this statement in the future will be posted on this page. Please ensure to check this page to view any updates or changes.

### **Third-party links**

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

# Information we may collect from you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, last name, username or similar identifier and title.
- **Contact Data** includes job title, billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share **Aggregated Data** such as statistical or demographic data. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

# How we collect your personal information

We will only use the information we collect about you through our website in the ways outlined below.

We use different methods to collect data from and about you including through:

**Information you give us** – You may give us information about you by filling in forms on our website(s) ("our website") or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you subscribe to our services, such as newsletters or email alerts or when you leave us feedback and/or report a problem with our website. The information you give us may include your name, job title, address, e-mail address and phone number.

**Information we collect about you** – With regard to each of your visits to our website we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

We will not contact your Internet Service Provider to personally identify you.

**Information we receive from other sources** – We may receive information about you if you use any of the other websites we operate or the other services we provide. We also work closely with third parties (including, for example, business partners, sub-contractors in technical services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them. We may also receive your personal information from third party suppliers of data, in which case we seek assurances that your consent has been obtained to the transfer of your data.

We use cookies on our website to collect information about you and your use of our website. Our cookie policy can be accessed here [\[link\]](#).

# How we use your personal information

We will use the information you give us to:

- Provide you with the information, products and services that you request from us;
- Provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- Notify you about changes to our service;

- Enable you to participate in a prize draw, competition or complete a survey;
- Ensure that content from our website is presented in the most effective manner for you and for your computer; and
- Provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (email or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiation of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we or they will contact you by electronic means. We will only use your personal data in this way if you consent to it by ticking the relevant box situated on the form on which we collect your data.

We will use the information we collect about you to:

- Manage our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- Improve our website to ensure that content is well presented for you and for your computer;
- Allow you to participate in interactive features of our service, when you choose to do so;
- Measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- As part of our efforts to keep our website safe and secure; and
- Make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

We may combine the information about you which we receive from other sources with the information you give to us and the information we collect about you, for the same purposes set out above.

Where you have consented, we will send you marketing information regarding our products and services.

### **Promotional offers from us**

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us and you have not opted out of receiving that marketing.

### **Third-party marketing**

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

## **Consent**

In specific situations, we will collect and process your information with your consent.

For example, when you tick a box to subscribe to email newsletters.

We will always make it clear to you what you are consenting to and what information is necessary for which services.

## **Contractual obligations**

In certain circumstances, we need your information to carry out our contractual obligations.

For example, if you commission or request a quote for products or services, we will use your personal data to compile the quote and fulfil or commence the contract.

## **Legal obligations**

If we are required to by law, we may need to collect and process your information.

For example, we pass on the details of people involved in fraud or other criminal activity affecting the Renold Group to the relevant authorities.

## **Legitimate interests**

In specific situations, we require your information to pursue our legitimate interests in a way which you might reasonably expect as part of running our business and operating our website, and which will not materially impact your rights, freedoms or interests.

For example, if you are an existing client, we may use your browsing history to send you or make available personalised offers.

We may also combine the browsing history of many users to identify trends and ensure we can keep up with demand, or develop new products and services.

# **How long we keep your information**

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data

and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

At the end of that retention period, your information will either be deleted or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and other business purposes.

## How we share your information

We are a global business and we may share your information with other companies within the Renold Group.

Where there is a lawful basis, we may share your information with other select third parties, such as:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you; and
- Analytics providers and search engine providers that assist us in the improvement and optimisation of our website and the running of our business.

In addition, we may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- If the Renold Group or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; or
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of the Renold Group, our customers, or others.

## Transfers and security

We may be required to transfer your information to countries outside the European Economic Area (“EEA”). This may occur where one or more Renold Group companies are involved in the performance of your order. In these cases, we will ensure our actions comply with the data security standards set out in the GDPR. We will also take all reasonable steps to ensure that this information is stored securely and is not passed on or sold to a third party for marketing purposes.

Where the information which we collect from you is transferred to and stored at a destination outside the EEA, it may be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the provision of support services. By submitting your information you agree to this transfer, storing or

processing. We will take reasonable steps to ensure that your information is treated securely and in accordance with this Privacy Statement.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your information, we cannot guarantee the security of your information transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features, in line with the standards set out in the GDPR, to try to prevent unauthorised access.

On occasion, links to third party sites may be posted on this website. We are not responsible for the content of websites which are outside of our control, and they are not covered by this Privacy Statement. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any information to these websites.

## Your rights

You have a range of rights over your information and we will endeavour to respect any requests exercise them.

### **Access**

You may request access to the information we hold about you and we must provide it free of charge unless we deem the request to be unfounded or excessive. In this event, we will explain why we have decided not to action your request.

### **Correction**

You may request that we correct the information we hold on you when it is incorrect, out of date or incomplete.

### **Erasure**

You may request that we destroy or delete the information we hold on you when it is no longer necessary for the purpose which we originally collected it for.

### **Restriction**

You may request that we stop processing your information when you contest its accuracy or the lawfulness of the processing.

### **Withdrawing consent**

Whenever you have given us your consent to use your information, you have the right to change your mind at any time and withdraw your consent.

## **Object to processing**

In cases where we are processing your information on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We will do so unless we believe we have a legitimate overriding reason to continue processing your information.

## **Marketing**

You have the right to stop our use of your information for direct marketing activities through all channels, or selected channels. We must always comply with your request.

Click the 'unsubscribe' link in any email communication we send to you to notify us that you would like us to stop any further emails.

## **Submitting a request**

You can request to exercise these rights at any time by contacting us at: **dataprotection@renold.com**.

## **No fee usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

## **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

## **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

# **Contacting the Regulator**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by going online to [www.ico.org.uk/concerns](https://www.ico.org.uk/concerns). Please note this opens in a new window and we are not responsible for the content of external websites.

## Contacting Us

In the event that you have any questions, comments or concerns regarding this Privacy Statement or privacy information requests, please email: [dataprotection@renold.com](mailto:dataprotection@renold.com).

If you have any questions regarding Renold, our products & services or general enquiries, please engage with your usual contact at Renold or go to the contact page on your relevant country website.

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