

Privacy Policy

Durbin PLC is a company registered in England and Wales (Company No: 3626868) with our Head Office based at Unit 5, Swallowfield Way, Hayes, Middx, UB3 1DQ, UK. We also have an office in Mississippi, USA. We are listed on the UK Information Commissioners register under number: Z4951910.

Durbin PLC is committed to respecting your privacy. This Privacy Policy is intended to answer your important questions about our privacy practices.

Please read this Privacy Policy to learn more about how we collect, use, disclose and store information provided, and the steps we take to help protect this often sensitive information from unauthorised use or disclosure.

If you do not agree with our use of your personal information as described in this Privacy Policy, please do not use the website or otherwise provide personal information to us.

If you have any questions or concerns about this policy you can contact our Data Protection Team at DataProtectionTeam@durbin.co.uk or write to us at the UK address above.

Please note that this Privacy Policy does not apply to information collected through third-party websites or services that you may use to access (or via links from) the Durbin PLC website.

Information we collect

Personal information is information that identifies you as an individual or relates to an identifiable individual. We only ever use your personal data with your consent or to the extent necessary to, for example: enter and perform a contract with you; remember your preferences for marketing purposes; for our own lawful interests, or to comply with a legal duty.

We may collect and process the following personal information about you:

- Information (such as, your name, email address, postal address, telephone number, professional credentials) that you provide by completing forms on the website, including if you register to join our mailing list.
- In connection with an account sign-in facility, your log-in and password details.
- The content of any communications you send to us, for example, to submit enquires, queries, concerns or comments regarding Durbin PLC's products and services or the website or its content.
- Information from surveys that we may, from time to time, run on the website for research purposes, if you choose to respond to, or participate in, them.

- Information that we may collect from you offline in connection with business-related interactions with you, such as if you provide information to us at an industry event or contact us by telephone.

Consent

At Durbin PLC we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. Other than instances where it is already implicit (e.g. where you register to join our mailing list) we will always ask for your consent when you provide us with personal information such as your email address so as to receive offers, newsletters, Durbin updates and other relevant information. We will not collect, store, or use your information for any other purpose than the reason it was given to us. Nor will share your information with any other third parties except for the limited purposes detailed elsewhere in this Privacy Policy.

You also have the right to withdraw your consent at any time by either emailing DataProtectionTeam@Durbin.co.uk or by clicking on the Unsubscribe button that you will find at the foot of all electronic marketing communications that we send to you.

Personal information that this website collects and why we collect it

This website collects and uses personal information for the following reasons:

Website visitation tracking/Cookies

Like most websites, this website uses 'cookies' and Google Analytics (GA) to track user interaction. A cookie is a small text file that is placed on your computer or mobile device when you first visit a website or page. We use cookies to track website usage and trends. Most cookies won't collect information that identifies you and will instead collect more general information such as how users find and use our website. GA makes use of cookies to record data such as your geographical location, device, internet browser and operating system, however none of this information personally identifies you to us. GA also records your computer's IP address which could be used to personally identify you, but Google do not grant us access to this. We consider Google to be a third party data processor. Details of how GA makes use of cookies can be found in Google's developer guides.

Most browsers are initially set up to accept cookies, but you can remove or block cookies using the settings in your internet browser. Each browser is different, so check the "help" menu on your browser to learn how to change your cookies preferences. Please note that if you do choose to disable cookies, you may find that certain sections of our website do not work properly.

Durbin Mailing List, Newsletter, Offers and other Updates

If you choose to subscribe to all or any of Durbin's mailing list, email newsletter, offers and other updates, the email address that you submit to us may be forwarded to MailChimp who provide us with email marketing services. We consider MailChimp to be a third party data processor. Your email address will remain within MailChimp's database for as long as we

continue to use MailChimp's services for email marketing purposes or until you specifically request removal from the list. You can do this by unsubscribing using the unsubscribe links contained in any email marketing newsletters, offers or other updates that we send you, or by requesting removal via email. When requesting removal via email, please email us at DataProtectionGroup@durbin.co.uk using the email account that is subscribed to the mailing list. While your email address remains within the MailChimp database, you may receive newsletter-style emails from us.

How and when we may share or disclose your data

We may sometime use selected third parties to provide us with services and to help us provide a better service to you. Examples would include:

- Sharing your email address with a company such as MailChimp who provide us with email marketing services for items such as newsletter-style emails, offers and updates (See above under the heading 'Personal information that this website collects and why we collect it').
- Giving your postal address to a courier so that they can deliver an order to you, or to a mailing house so that they can deliver a catalogue or brochure.
- Companies that provide us with technical support and assistance in respect of our servers or website, who may have access to your personal information while performing those services on our behalf. Our website is hosted by MODX. Our email security filter company is Fusemail.

Where we use the services of third party companies we establish that they are GDPR compliant and have Privacy Policies of their own.

Similarly, we may share your personal information as required or permitted by law to comply with a court order or similar legal process or government request, or when we believe in good faith that disclosure is legally required or otherwise necessary to protect our rights and property, or the rights, property or safety of others, including to advisers, law enforcement, judicial and regulatory authorities.

The servers used in the operation of the Website automatically identify a computer by its IP address. If we, in good faith, determine that you have or are attempting to misuse or harm the website, we may investigate and cooperate with appropriate law enforcement authorities to protect our rights or property.

How information is retained and secured

The security of your personal information is important to us. We take all reasonable steps, including technical, administrative and physical safeguards, designed to protect the personal information submitted to us from loss, misuse and unauthorised access, disclosure, alteration and destruction. However, no method of security or method of transmission over

the Internet is entirely secure. You should always use caution when transmitting personal information over the Internet.

We may retain your personal information for as long as your account is active or as needed for the specific business purpose for which it was collected. In some cases, we may be required to retain information to comply with laws or regulations or other legal obligations or to resolve disputes and enforce our agreements.

Access to your information/The Right to be Forgotten/Correction

You have the right to request a copy of the information that we hold about you (a 'Subject Access Request'). You also have the right to be forgotten. If you would like a copy of some or all of your personal information, please either write to us or email us at DataProtectionTeam@durbin.co.uk.

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.

Our children's policy

Our services are not intended for use by children and/or persons under the age of 16. If we learn that a child under the age of 16 has provided Personal Information to or through our services without first receiving his or her parent's verified consent, we will use that information only to respond directly to that child (or his or her parent or legal guardian) to inform them that he or she cannot use the services and that we will subsequently be permanently deleting such Personal Information in accordance with this Privacy Statement.

Data Breaches

We will report any unlawful data breach of this website's database or the database(s) of any of our third party data processors to the UK Information Commissioners Office and all other relevant persons and authorities within 72 hours of any breach if it is apparent that personal data stored in an identifiable manner has been compromised or stolen.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 1st January 2020.