



PRIVACY AND COOKIES POLICY

INTRODUCTION

Welcome to Commco Limited's privacy and cookies policy.

Commco Limited ("Commco" / "we" / "our" / "us") respects your privacy and is committed to protecting your personal data. This privacy and cookies policy will inform you as to how we look after your personal data when you interact with us and/or visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This privacy policy is provided in a layered format so you can click through to the specific areas set out below. Please use the Glossary to understand the meaning of some of the terms used in this privacy and cookies policy.

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1. IMPORTANT INFORMATION AND WHO WE ARE

Purpose of this privacy and cookies policy

This privacy and cookies policy aims to give you information on how Commco collects and processes your personal data when you interact with us or through your use of this website, including any data you may provide through this website when you sign up to our newsletter or take part in a competition.



This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy and cookies policy together with any other privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy and cookies policy supplements other notices and privacy policies and is not intended to override them.

If you apply for a job with us the provisions of our privacy policy for candidates will apply which can be viewed [here](#).

If you are a Commco employee, Commco will have communicated separately with you relating to personal data processing.

Controller

Commco is the controller in relation to personal data as described in this privacy and cookies policy.

We have appointed a data protection representative who is responsible for overseeing questions in relation to this privacy and cookies policy. If you have any questions about this privacy and cookies policy, including any requests to exercise [your legal rights](#), please contact the data protection representative using the details set out below.

Contact details

If you have any questions about this privacy and cookies policy or our privacy practices, please contact our data protection representative in the following ways:

Full name of legal entity: Commco Limited

Email address: dpr@commco.com

Postal address: Commco Limited, Data Protection Representative, Venture House, 2 Arlington Square, Downshire Way, Bracknell, Berkshire, United Kingdom, RG12 1WA

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.



Changes to the privacy and cookies policy and your duty to inform us of changes

We keep our privacy and cookies policy under regular review. This version was last updated on 08/03/2019.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

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.

2. THE DATA WE COLLECT ABOUT 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, maiden name, last name, job title, employer details, username or similar identifier (including social media identifiers), title, date of birth and gender.

Contact Data includes billing address, delivery address, business email address and business telephone numbers.

Financial Data includes bank account and payment card details.

Transaction Data includes details about payments to and from you or your employer and other details of products and services you or your employer have purchased from us or are interested in and any opinions that you have in relation to our business.

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.



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 for any purpose. 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 and cookies 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.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

3. HOW IS YOUR PERSONAL DATA COLLECTED?

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

Direct interactions. You may give us your Identity, Contact, Financial, Transactional, Marketing and Communications Data by giving us your business card, by corresponding with us by post, phone, email or otherwise or by filling in forms. This includes personal data you provide when you:

- apply for, or otherwise discuss, our products or services;
- subscribe to our service or publications;
- request marketing to be sent to you;
- enter a competition, promotion or survey; or
- give us feedback or contact us.



Automated technologies or interactions. As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see further details below at *Cookies Policy*.

Third parties or publicly available sources. We will receive personal data about you from various third parties and public sources as set out below:

- Technical Data from the following parties:
 - (a) analytics providers such as Google based outside the EU;
- Identity and Contact Data from data brokers or aggregators such as B2B Lead Generation based inside the EU.
- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party, which may include your employer or an organisation that you are affiliated with) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

[Click here](#) to find out more about the types of lawful basis that we will rely on to process your personal data.

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.



Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register a new customer	(a) Identity (b) Contact	(a) Performance of a contract with you (b) Necessary for our legitimate interests (where we have a contract with a company you are affiliated with)
To process and deliver an order for goods and/or services including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy and cookies policy (b) Asking you to leave a review or take a survey (c) Dealing with any enquiries, correspondence, concerns or	(a) Identity (b) Contact (c) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)



complaints you have raised with us		
To enable you to partake in a prize draw, competition or complete a survey	(a) Identity (b) Contact (c) Usage (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	(a) Identity (b) Contact (c) Usage (d) Marketing and Communications (e) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you	(a) Identity (b) Contact	Necessary for our legitimate interests (to develop our



about goods or services that may be of interest to you	(c) Technical (d) Usage (e) Marketing and Communications	products/services and grow our business)
To enable us to provide you with access to our social media channels such as our Facebook, LinkedIn or Twitter	(a) Identity (b) Contact (c) Technical	Necessary for our legitimate interests (to develop our products/services and grow our business)
To enable us to record inbound and outbound calls	(a) Identity (b) Contact (c) Financial (d) Transaction (e) Marketing and Communications	Necessary for our legitimate interests (to monitor our business, train our staff and for record-keeping purposes)

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. Please contact our data protection representative using the contact details above to find further information and to let us know your choices.

Promotional offers from us

We may use your Identity, Contact, Technical and Usage 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.



Opting out

You can ask us or third parties to stop sending you marketing messages at any time by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see Cookies Policy, below.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. DISCLOSURES OF YOUR PERSONAL DATA

We may share your personal data with the parties set out below for the purposes set out in the table Purposes for which we will use your personal data above.

- External Third Parties as set out in the [Glossary](#).
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy and cookies policy.



We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

Your personal data will be transferred to, processed and stored within the countries comprising the European Economic Area (EEA) and the United Kingdom (whether or not it is a member of the EEA).

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. DATA RETENTION

How long will you use my personal data for?

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.



By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers.

In some circumstances you can ask us to delete your data: see [Your legal rights](#) below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. Please click on the links below to find out more about these rights:

- [Request access](#) to your personal data.
- [Request correction](#) of your personal data.
- [Request erasure](#) of your personal data.
- [Object to processing](#) of your personal data.
- [Request restriction](#) of processing your personal data.
- [Request transfer](#) of your personal data.
- [Right to withdraw](#) consent.

If you wish to exercise any of the rights set out above, please contact us using the above details.

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.

10. COOKIES POLICY

We use cookies, which are small files of letters and numbers that we store on your browser or the hard drive of your computer or mobile device if you agree. Cookies contain information that is transferred to your computer's or mobile device's hard drive.

We use the following cookies:

Strictly necessary cookies. These are cookies that are required for the operation of the website.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the website when they are using it. They also enable us to see how users use the website works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognise you when you return to the website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make the website and the advertising displayed on it more relevant to your interests.

By clicking "agree" in the cookie consent box when you first access the website and by continuing to access and use the website you accept our use of the cookies

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:



Cookie	Purpose
<i>User_id</i>	This cookie is essential for the website to operate. It allows us to synchronise your login status between the forum section of the website and the other sections of the website.
<i>Session</i>	This cookie is essential for the website to operate. It allows us to remember your details during your current visit to the website. Most of the cookies we use are known as session cookies. These cookies expire whenever you close your browser or shut down your computer.
<i>authautologin</i>	This cookie is a functionality cookie which automatically logs users in if their "session" cookie has expired. This allows you to navigate away from the website and then return to the website in the same browsing session.
<i>bblastactivity</i>	This cookie is a functionality cookie which records the time at which you were last active on the forum section of the website. This is used to update your public profile on the forum.
<i>Bblastvisit</i>	This cookie is a functionality cookie which records the time of your last visit to the website. This allows us to bring updates which you may have missed to your attention.
<i>bbpassword</i>	This cookie is a functionality cookie which remembers your password in order to automatically log you into the forum sections of our website if you have already logged into your account.
<i>Google Analytics</i>	This is an analytical / performance cookie. The website uses Google Analytics to help analyse how users use the website, collecting standard internet log information and visitor behaviour information in an anonymised form from which no user is identifiable. This information is transmitted to Google and processed to compile statistical reports on activity on the website. These reports allow us to optimise our user experience. Google provide a browser add-on for users who wish to prevent their data from being used by Google Analytics. Further information is available at https://tools.google.com/dlpage/gaoptout/ .



<i>Bing Tracking Pixel (UET)</i>	This is a tracking cookie used to track user activity through pages related to our advertising.
<i>Google Adwords Conversation Tracking Pixel</i>	This is a tracking cookie used to track user activity through pages related to our advertising.
<i>LinkedIn Tracking Pixel</i>	This is a tracking cookie used to track user activity through pages related to our advertising.
<i>Pardot Tracking Pixel</i>	This is a tracking cookie used to track user activity through pages related to our advertising.
<i>Twitter Pixel</i>	This is a tracking cookie used to track user activity through pages related to our advertising.
<i>Yahoo Gemini Pixel</i>	This is a tracking cookie used to track user activity through pages related to our advertising.
<i>_lfuuid</i>	This cookie allows a website to track visitor behaviour on the sites on which the cookie is installed. Tracking is performed anonymously until a user identifies themselves by submitting a form.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of the Website.

For more detailed information about cookies and how they can be managed and deleted, please visit www.allaboutcookies.org.

11. GLOSSARY

LAWFUL BASIS

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our



interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal obligation means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to.

THIRD PARTIES

External Third Parties

- Third parties that your organisation has a contract with or intends to enter a contract with (e.g. a finance house) in relation to our services.
- Third parties whom you explicitly ask us to provide your personal data to for the potential or actual delivery of our products and/or services.
- Vendors who provide services to us, such as providing data processing and other information technology services, managing promotions, carrying our search and analysis, and personalising individual customer experiences.
- Service providers (for example, IT services), business partners, suppliers and sub-contractors for the performance of any contract we enter into with you, but also when providing you with marketing communications.
- Analytics and search engine providers that assist us in the improvement and optimisation of the website.
- Government or other law enforcement agencies, in connection with the investigation of unlawful activities or for other legal reasons (this may include your location information).
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom who require reporting of processing activities in certain circumstances.



YOUR LEGAL RIGHTS

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data's accuracy.
- Where our use of the data is unlawful but you do not want us to erase it.
- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.



Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

VERSION CONTROL

Version: v4-0
Last updated: 29th October 2019