

## **Privacy Policy and Cookies**

Alfa Access Services Ltd specialise in the sales, service, repair and Thorough Examination (LOLER Inspection) of powered access and lifting equipment. Our registered office address is 1 Wrightson Close, Sutton-in-Ashfield, NG17 4LT. This Privacy Policy applies to our sales, marketing, contract fulfilment and services we provide, in compliance with GDPR regulations.

### **Why do Alfa Access Services Ltd collect and use personal data?**

When you enquire about or use our services and products, interact with us in person, by phone, by post, by social media or via our website we may collect and use your personal data, if it is considered to be of legitimate interest, and if this interest is not overridden by your privacy interests. We also collect data about suppliers, customers, service partners and persons seeking employment and working in our company.

We may use your personal data to:

- send you marketing information, which you have requested about our services and products.
- send you information about the services and products that you have bought from us.
- in cases where legitimate and mutual interest is established, to perform direct sales activities
- follow up on your enquiries and support requests made via email, social media, phone, post or in person
- perform contractual obligations, including job bookings, order confirmations, invoicing, reminders, etc.
- notify you about any job rescheduling or disruptions
- contact you for feedback about our services and products

### **What is the legal basis for collecting your personal data?**

Your consent, performance of a contract or agreement and our legitimate interest. We will always inform individuals about their privacy rights and the purpose for collecting personal data.

### **What type of personal data is collected?**

We collect name, phone number, title and email address, company's name and contact information. We may also collect your comments and feedback such as phone calls, letters and emails. Alfa Access Services Ltd do not collect or process any special categories of personal data.

### **How long do we keep your personal data?**

We only retain your personal data for as long as we need it for the purpose for which it was collected. Whilst taking into consideration our legal obligations, we will on an ongoing basis: review the length of time we retain your personal data; consider the purpose or purposes for which we hold your personal data for in deciding whether (and for how long) to retain it; securely delete your personal data if it is no longer needed for such purpose or purposes; and update, archive or securely delete your personal data if it goes out of date.

### **Your rights to your personal data**

If we are sending marketing materials to you by any means, you may ask us to stop sending such marketing materials at any time. You have a legal right to see a copy of the personal data that we keep about you, subject to certain exemptions. Requests for such information should be made by email to [info@alfa-access-services.com](mailto:info@alfa-access-services.com) or in writing to Alfa Access Services Ltd, 1 Wrightson Close, Sutton-in-Ashfield, NG17 4LT.

In some circumstances you may have a right to:

- rectify or erase any personal data we hold about you;
- restrict our processing of your personal data;
- object to us processing your personal data (for example, where we are processing your personal data based on our legitimate interests, you can ask us to stop processing your personal data. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data);
- data portability in respect of your personal data.

In accordance with applicable data protection legislation, we follow security procedures when we process your personal data. We may therefore request proof of your identity before disclosing certain information to you or acting on any requests.

Please contact us at the above address if you have any reason to believe that information we hold about you is inaccurate.

### **Do we share your data with anyone?**

We do not share, sell, rent, or trade your information with any third parties without your consent, except from what is described below:

*Third-party Service Providers working on our behalf:*

We may pass your information on to our distributors, agents, sub-contractors and other associated organisations with the purpose of them providing services to you on our behalf.

*If required by law:*

We will disclose your personal information if required by law or if we, as a company, reasonably believe that disclosure is necessary to protect our company's rights and/or to comply with a judicial proceeding, court order or legal process. However, we will do what we can to ensure that your privacy rights continue to be protected.

### **Changes to this Privacy Policy**

Alfa Access Services Ltd reserve the right to amend this privacy policy at any time. The applicable version will always be found on our websites. We encourage you to check this privacy policy occasionally to ensure that you are happy with any changes. If we make changes that significantly alter our privacy practices, we will notify you by email or post a notice on our websites prior to the change taking effect.

### **Use of Cookies**

*What is a Cookie?*

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer or mobile phone (referred to here as a "device") browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other websites. Many websites do this whenever a user visits their website in order to track online traffic flows.

*How do we use Cookies?*

Information supplied by cookies is used to make websites work more efficiently, as well as to provide business and marketing information to us, and to gather such personal data as browser type and operating system, referring page, path through site, domain of ISP, etc. for the purposes of understanding how visitors use a website. Cookies and similar technologies help us tailor our website to your personal needs, as well as to detect and prevent security threats and abuse.

*Third Party Cookies*

Please note that during your visits to our website you may notice some cookies that are not related to directly to us. When you visit a page with content embedded from YouTube, or one which has a "Share" button, you may be presented with cookies from these websites. We have no control of these cookies and you should check the third party websites for more information about these.

*Don't want us to use cookies?*

We will not use cookies to collect personally identifiable information about you. However, if you wish to restrict or block the cookies which are set by this site, or indeed any other website, you can do this through your browser settings. The Help function within your browser should tell you how.

Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org) which contains comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your computer as well as more general information about cookies. For information on how to do this on the browser of your mobile phone you will need to refer to your handset manual.

#### *Cookies used by our website*

We use Google Analytics to monitor traffic levels, search queries and visits to this website. Google Analytics stores IP address anonymously on its servers in the US, and it is not associated with any personally identifiable information. These cookies enable Google to determine whether you are a return visitor to the site, and to track the pages that you visit during your session. We use the information to compile reports and to help us improve our website.

### **WWW.ALFA-ACCESS-SERVICES.COM TERMS AND CONDITIONS**

These Terms and Conditions, together with any and all other documents referred to herein, set out the terms of use under which you may use this website, [www.alfa-access-services.com](http://www.alfa-access-services.com) ("Our Site"). Please read these Terms and Conditions carefully and ensure that you understand them. Your agreement to comply with and be bound by these Terms and Conditions is deemed to occur upon your first use of Our Site. If you do not agree to comply with and be bound by these Terms and Conditions, you must stop using Our Site immediately.

#### **Definitions and Interpretation**

In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

<b>"Content"</b>	means any and all text, images, audio, video, scripts, code, software, databases and any other form of information capable of being stored on a computer that appears on, or forms part of, Our Site; and
<b>"We/Us/Our"</b>	means Alfa Access Services Ltd , a company registered in England & Wales under company number 07058161, whose registered address is 1 Wrightson Close, Sutton-in-Ashfield, Nottinghamshire, NG17 4LT.

#### **Information About Us**

Our Site [www.alfa-access-services.com](http://www.alfa-access-services.com) is owned and operated by Alfa Access Services Ltd of 1 Wrightson Close, Sutton-in-Ashfield, Nottinghamshire, NG17 4LT.

Company Reg No 07058161, VAT No 981 2471 11.

#### **Access to Our Site**

Access to Our Site is free of charge. No part of Our Site requires payment of any kind in order to access or use it.

It is your responsibility to make any and all arrangements necessary in order to access Our Site.

Access to Our Site is provided "as is" and on an "as available" basis. We may alter, suspend or discontinue Our Site (or any part of it) at any time and without notice. We will not be liable to you in any way if Our Site (or any part of it) is unavailable at any time and for any period.

#### **Intellectual Property Rights**

All Content included on Our Site and the copyright and other intellectual property rights subsisting in that Content, unless specifically labelled otherwise, belongs to or has been licensed by Us. All Content is protected by applicable United Kingdom and international intellectual property laws and treaties. All rights are reserved.

You may not reproduce, copy, distribute, sell, rent, sub-licence, store, or in any other manner re-use Content from Our Site unless given express written permission to do so by Us.

You may:

Access, view and use Our Site in a web browser (including any web browsing capability built into other types of software or app);

Download Our Site (or any part of it) for caching;

Print pages from Our Site;

Download extracts from pages on Our Site; and

Save pages from Our Site for later and/or offline viewing.

Our status as the owner and author of the Content on Our Site (or that of identified licensors, as appropriate) must always be acknowledged.

You may not use any Content saved or downloaded from Our Site for commercial purposes without first obtaining a licence from Us (or our licensors, as appropriate) to do so.

Nothing in these Terms and Conditions limits or excludes the provisions of Chapter III of the Copyrights, Designs and Patents Act 1988 'Acts Permitted in Relation to Copyright Works', covering in particular the making of temporary copies; the making of personal copies for private use; research and private study; the making of copies for text and data analysis for non-commercial research; criticism, review, quotation and news reporting; caricature, parody or pastiche; and the incidental inclusion of copyright material.

### **Links to Our Site**

You may link to Our Site provided that:

You do so in a fair and legal manner;

You do not do so in a manner that suggests any form of association, endorsement or approval on Our part where none exists;

You do not use any logos or trade marks displayed on Our Site without Our express written permission; and

You do not do so in a way that is calculated to damage Our reputation or to take unfair advantage of it.

You may link to any page of Our Site provided you comply with the remainder of this Clause 5.

You may not link to Our Site from any other site the main content of which contains material that:

Is obscene, deliberately offensive, hateful or otherwise inflammatory;

Promotes violence;

Promotes or assists in any form of unlawful activity;

Discriminates against, or is in any way defamatory of, any person, group or class of persons, race, sex, religion, nationality, disability, sexual orientation, or age;

Is designed or is otherwise likely to threaten, harass, annoy, alarm, inconvenience, upset, or embarrass another person;

Is calculated or is otherwise likely to deceive another person;

Is designed or is otherwise likely to infringe (or to threaten to infringe) another person's privacy;

Misleadingly impersonates any person or otherwise misrepresents the identity or affiliation of a particular person in a way that is calculated to deceive;

Implies any form of affiliation with Us where none exists;

Infringes, or assists in the infringement of, the intellectual property rights (including, but not limited to, copyright, trade marks and database rights) of any other party; or

Is made in breach of any legal duty owed to a third party including, but not limited to, contractual duties and duties of confidence.

### **Links to Other Sites**

Links to other sites may be included on Our Site. Unless expressly stated, these sites are not under Our control. We neither assume nor accept responsibility or liability for the content of third party sites. The inclusion of a link to another site on Our Site is for information only.

## **Disclaimers**

The Content on Our Site does not constitute advice on which you should rely. It is provided for general information purposes only. Professional advice should always be sought before taking any action relating to powered access equipment.

We make no representation, warranty, or guarantee that Our Site will meet your requirements, that it will not infringe the rights of third parties, that it will be compatible with all software and hardware, or that it will be secure.

We make reasonable efforts to ensure that the Content on Our Site is complete, accurate, and up-to-date. We do not, however, make any representations, warranties or guarantees (whether express or implied) that the Content is complete, accurate, or up-to-date.

## **Our Liability**

To the fullest extent permissible by law, We accept no liability to any user for any loss or damage, whether foreseeable or otherwise, in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising out of or in connection with the use of (or inability to use) Our Site or the use of or reliance upon any Content included on Our Site.

To the fullest extent permissible by law, We exclude all representations, warranties, and guarantees (whether express or implied) that may apply to Our Site or any Content included on Our Site.

We accept no liability for loss of profits, sales, business or revenue; loss of business opportunity, goodwill or reputation; loss of anticipated savings; business interruption; or for any indirect or consequential loss or damage.

We exercise all reasonable skill and care to ensure that Our Site is free from viruses and other malware. We accept no liability for any loss or damage resulting from a virus or other malware, a distributed denial of service attack, or other harmful material or event that may adversely affect your hardware, software, data or other material that occurs as a result of your use of Our Site (including the downloading of any Content from it) or any other site referred to on Our Site.

We neither assume nor accept responsibility or liability arising out of any disruption or non-availability of Our Site resulting from external causes including, but not limited to, ISP equipment failure, host equipment failure, communications network failure, natural events, acts of war, or legal restrictions and censorship.

Nothing in these Terms and Conditions excludes or restricts Our liability for fraud or fraudulent misrepresentation, for death or personal injury resulting from negligence, or for any other forms of liability which cannot be excluded or restricted by law.

## **Viruses, Malware and Security**

We exercise all reasonable skill and care to ensure that Our Site is secure and free from viruses and other malware.

You are responsible for protecting your hardware, software, data and other material from viruses, malware, and other internet security risks.

You must not deliberately introduce viruses or other malware, or any other material which is malicious or technologically harmful either to or via Our Site.

You must not attempt to gain unauthorised access to any part of Our Site, the server on which Our Site is stored, or any other server, computer, or database connected to Our Site.

You must not attack Our Site by means of a denial of service attack, a distributed denial of service attack, or by any other means.

By breaching the above provisions you may be committing a criminal offence under the Computer Misuse Act 1990. Any and all such breaches will be reported to the relevant law enforcement authorities, and We will cooperate fully with those authorities by disclosing your identity to them. Your right to use Our Site will cease immediately in the event of such a breach.

## **Acceptable Usage Policy**

You may only use Our Site in a manner that is lawful. Specifically:

You must ensure that you comply fully with any and all local, national or international laws and/or regulations;

You must not use Our Site in any way, or for any purpose, that is unlawful or fraudulent;

You must not use Our Site to knowingly send, upload, or in any other way transmit data that contains any form of virus or other malware, or any other code designed to adversely affect computer hardware, software, or data of any kind; and

You must not use Our Site in any way, or for any purpose, that is intended to harm any person or persons in any way.

We reserve the right to suspend or terminate your access to Our Site if you materially breach the provisions of this clause or any of the other provisions of these Terms and Conditions. Specifically, We may take one or more of the following actions:

Suspend, whether temporarily or permanently, your right to access Our Site;

Issue you with a written warning;

Take legal proceedings against you for reimbursement of any and all relevant costs on an indemnity basis resulting from your breach;

Take further legal action against you as appropriate;

Disclose such information to law enforcement authorities as required or as We deem reasonably necessary; and/or

Any other actions which We deem reasonably appropriate (and lawful).

We hereby exclude any and all liability arising out of any actions (including, but not limited to those set out above) that We may take in response to breaches of these Terms and Conditions.

#### **Changes to these Terms and Conditions**

We may alter these Terms and Conditions at any time. Any such changes will become binding on you upon your first use of Our Site after the changes have been implemented. You are therefore advised to check this page from time to time.

In the event of any conflict between the current version of these Terms and Conditions and any previous version(s), the provisions current and in effect shall prevail unless it is expressly stated otherwise.

#### **Contacting Us**

To contact Us, please email Us at [info@alfa-access-services.com](mailto:info@alfa-access-services.com) or using any of the methods provided on Our contact page.

#### **Law and Jurisdiction**

These Terms and Conditions, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with, English law.

Any disputes concerning these Terms and Conditions, the relationship between you and Us, or any matters arising therefrom or associated therewith (whether contractual or otherwise) shall be subject to the exclusive jurisdiction of the courts of England and Wales.