

COOKIE AND PRIVACY POLICY

Website Cookie Policy

Cookies are files stored in your browser and are used by most websites to help personalise your web experience. Some features of this website will not function if you do not allow cookies or have cookies disabled.

For the best experience using this site, we recommend using an up-to-date browser with JavaScript enabled and accept cookies.

Overall

This website makes use of essential session cookies to provide you the visitor with a service.

We have automatically set a session cookie so you can use this website and service. If you do not want this cookie set, then please follow the link at the bottom of this page or manually delete the session cookie at any time by following the instructions in your browser.

By continuing to use this website you give implied consent that we can store other cookies on your computer to provide you with this service.

We will store some third party cookies to provide us with analytical data about who visits this website (anonymous visitor data, we cannot personally identify you), how they find us, and how long they use the site for.

We do not use any information to track you, or personally identify you, we are only looking at summary data, always anonymous.

Cookie information

Session cookie

We automatically set a session cookie in order for you to use this website or service. This session cookie is essential for the correct operation of this website and service. If the session cookie is not available, you may not be able to use some or all of the features of this website or service.

The session cookie stores some basic information about your current status such as whether you are logged in and previous search information e.g. registration numbers and filters.

A session cookie only lasts as long as your current browsing session and is typically removed or deleted by your browser when you stop using this website or service. You can manually delete your session cookie at any time by following the instructions in your browser.

Third-party cookies

This website makes use of Google Analytics which allows us to view anonymous visitor data so we can improve this website or service to you. We typically make use of the overall visitor counts, the search parameters users used to find us and the amount of time a user spent on the site. You can manually delete this cookie at any time by following the instructions in your browser.

Background information

The 2003 Regulations implemented a European Directive - 2002/58/EC - which is concerned with the protection of privacy in the electronic communications sector. In 2009 this Directive was amended by Directive 2009/136/EC. This included a change to Article 5(3) of the E-Privacy Directive requiring consent for storage or access to information stored on a subscriber or users terminal equipment - in other words a requirement to obtain consent for cookies and similar technologies.

Governments in Europe had until 25 May 2011 to implement these changes into their own law. The UK introduced the amendments on 25 May 2011 through The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011.

The rules in this area are essentially designed to protect the privacy of internet users - even where the information being collected about them is not directly personally identifiable. The changes to the Directive in 2009 were prompted in part by concerns about online tracking of individuals and the use of spyware. These are not rules designed to restrict the use of particular technologies as such, they are intended to prevent information being stored on people's computers, and used to recognise them via the device they are using, without their knowledge and agreement.

How to remove cookies

Each browser has a different way of removing cookies, please search for [How to remove cookies](#) in your favourite search engine to find the instructions.

1. Incorporation of Privacy Policy

1.1 This website, [INSERT WEBSITE ADDRESS] (the "Site"), and all personal information collected from users of this Site, is owned solely by Thurrock Hardwoods Limited and Hoppings Softwood Products PLC. In this Privacy Policy ("Privacy Policy" references to "we", "us" and "our", are references to Thurrock Hardwoods Limited.

1.2 We are committed to ensuring that your privacy is protected and we are compliant with the Data Protection Act 1998 ("the Act"). This Privacy Policy explains how we use the information we collect about you and the procedures that we have in place to safeguard your privacy.

1.3 By using the Site and/or ordering any products ("Products") from the Site, you consent to us using the information we collect about you. If you do not agree with the terms and conditions set out in this Privacy Policy, do not continue to use the Site.

1.4 For the purposes of the Act, the Data Controllers are Thurrock Hardwoods Limited of Unit 1 Enterprise Business Park, Globe Works, Tower Road, Grays, Essex RM17 6SU.

1.5 Nothing in this Privacy Policy places an obligation on us to process any information, only that where we do, such information collected from you or that you provide to us, is processed according to the terms of this Privacy Policy.

2. The information we may collect from you and how we use it

2.1 When you visit the Website, register on the Website, report a problem with the Website, make an enquiry or order any Products, we collect information including your name, job title, e-mail address, telephone number and postal address, Products purchased and such other information which we deem necessary to supply you with the Products. Where necessary, the information collected is transmitted in a secure manner to third parties to assist us to

supply you with the Products requested by you and to maintain our support services.

- 2.2 We may collect information including your credit or debit card number and expiry date, and other card details which we deem necessary to supply you with the Products. This information collected is transmitted in a secure manner to third parties to assist us for payment processing purposes in order to supply you with the Products requested by you and to maintain our support services.
- 2.3 If you contact us, we may keep a record of that correspondence.
- 2.4 We will use the aggregate information and statistics (which will not contain your identifying information) for the purposes of monitoring your usage of the Site in order to help us to develop the Site and the Products we offer. We may supply such information to third parties.
- 2.5 We collect information relating to your behaviour and navigation of the Site. This information allows us to carry out internal research on the users' interests, demographics and behaviours so that we can better understand, and in turn provide better information and Products to you and other customers.
- 2.6 We may also use your information, or permit selected third parties to use your information, to inform you of any special offers, discounts and other information that we feel may be of interest to you and we or they have the option of contacting you about these using the email addresses that you have provided. .
- 2.7 From time to time, we will also use your information to contact you for market research purposes. We will have the option of contacting you by email, telephone, fax or post. We will use the information to customise the Site according to your interests.
- 2.8 Subject to the terms and conditions of this Privacy Policy, we protect all personal and financial information from being disclosed to third parties except when required to do so by law. In addition, we will use your information to assist in the prevention of unlawful activities e.g. intellectual property rights infringement, money laundering or activities which threaten our Site or are adverse to you or our interests.

2.9 Subject to the other provisions of this Privacy Policy and such other provisions specified on the Site, we will not provide your information to other companies or organisations without your consent.

3. Use of Cookies and other information gathering technologies

3.1 Certain information about you, such as IP addresses, navigation through the Site, software used, time spent and other similar information, may be stored on our servers in small data pieces known as "cookies," which may also be written to your computer system. These cookies will not specifically identify the User. The information will be used internally only for Site traffic analysis. This helps us to analyse data about web page traffic and improve our Site in order to tailor it to user needs. We only use this information for statistical purposes and then the data is removed from the system.

3.2 If you specifically provide unique identifying information, such as name, address and other information on forms stored on the Site, such information will only be used for statistical purposes and will not be published for general access. However, we assume no responsibility for the security of this information.

3.3 [In addition, we also record your IP address, which is the Internet address of your computer, and information such as your browser type and operating system. This information helps us learn about the geographical distribution of the visitors to the Site and the technology they use to access the Site. This information is never connected with the personal information you supply to us if you register on the Site.]

3.4 Certain features on the Site are only available if you enable the cookie. We also use cookies to assist us to provide information which is relevant to your interests.

3.5 You are free to decline our cookies although that may impair certain features on the Site.

4. Security of information

- 4.1 We are committed to ensuring that your information is secure and employ a range of technologies to protect the information maintained on our systems from loss, misuse, unauthorized access or disclosure, alteration, or destruction.
- 4.2 Notwithstanding the above, it should be appreciated that no system is entirely fool-proof and 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 Site; any transmission is at your own risk and you should be careful when you reveal any confidential information to any third party. In the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when using the Site.

5. Disclosure of your information

- 5.1 We will disclose your information to third parties in the event that we sell or buy any business or assets, in which case we will disclose your information to the prospective seller or buyer of such business or assets.
- 5.2 If we, or substantially all of our assets, are acquired by a third party, the information we hold about you will be one of the transferred assets.
- 5.3 We reserve the right to disclose your data (and you consent to such disclosure) if we are under a duty to disclose or share your personal data in order to comply with any legal obligation including where applicable, disclosing your identity for potential intellectual property rights infringement by you and/or defamation actions against you, or in order to enforce or apply our Terms and Conditions, Terms and Conditions of Supply and/ or this Privacy Policy and other agreements; or to protect the rights, property, or safety of us, and/or our customers. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

6. Your rights

- 6.1 You may choose to restrict the collection or use of your personal information in the following ways:

1. whenever you are asked to fill in a form on the Site, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
2. if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at thurrockhardwoods@btconnect.com

6.2 The Act gives you the right to access information held about you. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. If you would like a copy of the information held on you please write to Unit 1 Enterprise Business Park, Globe Works, Tower Road, Grays, Essex RM17 6SU.

7. Updating your details

7.1 If any of the information that you have provided to us changes, for example if you change your e-mail address, name or payment details, please write to us at Unit 1 Enterprise Business Park, Globe Works, Tower Road, Grays, Essex RM17 6SU or send an e-mail to thurrockhardwoods@btconnect.com.

8. Other terms

- 8.1 This Privacy Policy outlines how we treat your personal information, and forms part of the Terms and Conditions of this Site. This Privacy Policy applies only to this Site, and not to the collection and use of personal information by any third party via any website to which there are links on this Site. We are not responsible for the privacy policies of other websites, and encourage you to be aware when you leave our Site, and to read all applicable terms, conditions and privacy policies when using other websites.
- 8.2 Owing to the global nature of the Internet infrastructure, the information you provide may be transferred in transit to countries outside the European Economic Area that do not have similar protections in place regarding your information and its use as set out in this Privacy Policy. However, we have taken the steps outlined above to try to improve the security of your information. By using the Site, you consent to these transfers.
- 8.3 Where we have given you (or where you have chosen) a password which enables you to access certain parts of our Site, you are responsible for

keeping this password confidential. We ask you not to share a password with anyone.

8.4 We reserve the right to amend this Privacy Policy from time to time as we deem necessary. In such event, we will post such changes on the Site.

8.5 We are thus firmly committed to protecting your privacy. For any further details about

our Privacy Policy, or if you have any queries or comments, please e-mail us at thurrockhardwoods@btconnect.com.