

## POS SURVEY PRIVACY POLICY

This privacy policy sets out how PQS Survey uses and protects any personal information that you give PQS Survey when you use this website or otherwise. PQS Survey is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement. PQS Survey may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### Who we are

PQS Survey Ltd ('we' or 'us') are a 'data controller' for the purposes of the Data Protection Act 1998 and as of 25 May 2018, the General Data Protection Regulation ('GDPR') (as applicable the "Legislation") where we control the purposes for which we process your personal information. We will take all appropriate steps to ensure compliance with the Legislation.

Any questions about our data protection policy or how we handle your personal data should be addressed to Carl Pick. (See Contact information below.)

### What we collect

We may collect the following information: name; contact information including email address and postal address; other information relevant to customer surveys and/or offers.

For the exhaustive list of cookies we use (i.e., what data is collected further to use use) see the 'list of cookies we collect' section below.

### What we do with the information we gather

We require this personal data to supply you with our goods and services and/or to understand your needs and provide you with a better service, and/or to use your goods and services, and in particular for the following reasons:

- Internal record keeping.
- To improve our products and services.
- To periodically send you promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, where you are an existing customer, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- To customise the website according to your interests.

### Personal information about other individuals

If you give us information on behalf of someone else, you confirm that either;

(1) the other person has a contractual relationship with you and knows that you will be transferring their personal data to us for specific purposes and/or

(2) s/he has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data
- receive on his/her behalf any data protection notices
- give consent to the processing of his/her sensitive personal data (as listed below).

### Sensitive/special category personal information

We do not process sensitive personal information.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Our staff [and associates] are bound by obligations of confidentiality and trained in the protection of personal data. We will take all reasonable steps to comply with the Legislation and use the appropriate technical and organisational measures necessary to safeguard your personal data. We only share your personal data with third parties who also comply with the Legislation.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not secure and for this reason we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us (see 'How can you contact us?' below).

We only send your data outside the EEA where we have in place legal protection which complies with the Legislation.

## What can I do to keep my information safe?

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

## How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

## Retention Periods

We store your personal data on secure servers for a period of:

- 7 years from the date on which you cease to be a customer of ours
- until you ask us to destroy it

in each case unless the law requires us to store the data for a longer period.

## What rights do you have?

The GDPR provides the following rights for individuals whose personal data is processed:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object to processing
8. Rights in relation to automated decision making and profiling [(We do not carry out automated decision making and profiling)]

## Right to lodge a complaint with the Supervising Authority

If you have any concerns or complaints about how we use your personal data we hope you will alert us to these directly (see the Contact information below). You are entitled to complain to the Information Commissioners Office (ICO) which is the supervising authority for the management of personal data in the UK. Their contact details and the procedure can be found at [www.ico.gov.uk](http://www.ico.gov.uk)

## How to contact us

Please contact Carl Pick, PQS Survey Ltd, Axis House, 24-40 Pontefract Lane, Leeds LS9 8HY or email [[carl@pqs-survey.co.uk](mailto:carl@pqs-survey.co.uk)], if you have any questions about this privacy policy or the information we hold about you.

If you wish to contact us about any other matter, please send an email to [general@pqs-survey.co.uk](mailto:general@pqs-survey.co.uk) or write to us at *PQS Survey Ltd, Axis House, 24-40 Pontefract Lane, Leeds LS9 8HY.*

## List of cookies we collect

The table below lists the cookies we use and what information they store.

COOKIE name	COOKIE Description
CART	The association with your shopping cart.
CATEGORY_INFO	Stores the category info on the page, that allows to display pages more quickly.
COMPARE	The items that you have in the Compare Products list.
CURRENCY	Your preferred currency
CUSTOMER	An encrypted version of your customer id with the store.
CUSTOMER_AUTH	An indicator if you are currently logged into the store.

<b>COOKIE name</b>	<b>COOKIE Description</b>
<b>CUSTOMER_INFO</b>	An encrypted version of the customer group you belong to.
<b>CUSTOMER_SEGMENT_IDS</b>	Stores the Customer Segment ID
<b>EXTERNAL_NO_CACHE</b>	A flag, which indicates whether caching is disabled or not.
<b>FRONTEND</b>	Your session ID on the server.
<b>GUEST-VIEW</b>	Allows you to edit your orders.
<b>LAST_CATEGORY</b>	The last category you visited.
<b>LAST_PRODUCT</b>	The most recent product you have viewed.
<b>NEWMESSAGE</b>	Indicates whether a new message has been received.
<b>NO_CACHE</b>	Indicates whether it is allowed to use cache.
<b>PERSISTENT_SHOPPING_CART</b>	A link to information about your cart and viewing history if you have asked the site.
<b>POLL</b>	The ID of any polls you have recently voted in.
<b>POLLN</b>	Information on what polls you have voted on.
<b>RECENTLYCOMPARED</b>	The items that you have recently compared.
<b>STF</b>	Information on products you have emailed to friends.
<b>STORE</b>	The store view or language you have selected.
<b>USER_ALLOWED_SAVE_COOKIE</b>	Indicates whether a customer has allowed us to use cookies.
<b>VIEWED_PRODUCT_IDS</b>	The products that you have recently viewed.
<b>WISHLIST</b>	An encrypted list of products added to your Wishlist.

<b>COOKIE name</b>	<b>COOKIE Description</b>
<b>WISHLIST_CNT</b>	The number of items in your Wishlist.

PQS Survey Ltd  
March 2018