

1. INTRODUCTION

1.1 Policy Review

This company policy will be reviewed every two years or when significant change occurs.

1.2 Policy Owner

This policy is approved and published on behalf of the Managing Director of FactoryWiz UK Ltd.

2. THE PURPOSE OF THIS POLICY

This policy has been written to identify how we use Cookies on our website and provides full details about our Privacy Policy.

3. SCOPE

This policy applies to any person who visits our website.

4. RESPONSIBILITIES

4.1 Ultimate responsibility

The Managing Director has ultimate responsibility for ensuring we meet our legal obligations.

4.2 Employee responsibility

The company secretary is responsible for ensuring we meet our day to day legal requirements.

5. Cookies Policy

5.1 Introduction to Cookies

Cookies enable us to improve the website as they distinguish you from other users of the site, providing analytics about how visitors use the website. These cookies enable us to recognise and count the number of visitors to the site and to record how visitors navigate the site.

We do not use cookies to collect or record information such as your name, address or payment details.

5.2 What are cookies?

A cookie is a small file of letters and numbers that is stored on your computer or mobile device when you access some websites. Cookies enable a website to

recognise your device and help your browser navigate the site by allowing you to log in automatically and remember any settings you choose during previous visits.

Cookies do not harm your computer.

5.3 Can you block cookies?

Unless you have adjusted your browser setting so that it will refuse cookies, our website system will issue cookies as soon as you visit the site. By using and browsing this website, you consent to cookies being used in accordance with this Cookie Policy. If you do not consent, you must either disable cookies or refrain from using our website.

Most web browsers automatically accept cookies but these can be blocked. This can be done by changing the setting on your browser that allows you to refuse the setting of all or some cookies. Bear in mind that if you change your browser settings to block all cookies (including essential cookies), you may not be able to access all or parts of our website.

5.4 How to check browser settings for cookies

To check which browser you use:

PC - go to 'Help' and select the 'About' option

Mac - click on the Apple menu within the browser and select the 'About' option
Then follow the instructions below to check if you have cookies enabled on your

computer: PC

Microsoft Internet Explorer 6, 7, 8, 9 and 11

Go to 'Tools' at the top of your browser window then select 'Internet options' and click on the 'Privacy' tab
Ensure that your Privacy level is set to Medium or below to enable cookies

Mozilla Firefox

Go to 'Tools' and select 'Options'
Click the 'Privacy' icon
Click on 'Cookies' and choose 'Allow sites to set cookies'

Google Chrome

Go to 'Tools' and select 'Options'
Click 'Under the Hood' and select the 'Content settings' button within the 'Privacy' section
Choose 'Allow local data to be set'

Mac

Safari on OSX

Click 'Safari' and select 'Preferences' Click 'Security' then 'Accept cookies'

Mozilla and Netscape on OSX

Click on 'Mozilla' or 'Netscape' and select 'Preferences' Find 'Cookies' under 'Privacy & Security'

Select 'Enable cookies for the originating web site only' **Microsoft Internet Explorer on OSX**

Click 'Explorer' and select 'Preferences' Find 'Cookies' under 'Receiving Files' Select 'Never Ask'

Opera

Click 'Menu' and select 'Settings'

Select 'Preferences' and then 'Advanced' Select 'Accept cookies'

5.5 Which cookies do we use on our website?

The following cookies are used on our site:

Cookie Type	Purpose Of Cookie
Google Analytics cookies	These cookies enable Google Analytics software which enables us to take and analyse visitor information to help us improve the website and your visitor experience The data stored by these cookies does not show personal details from which your individual identity can be established.
Site administration	These cookies enable the website to function and remember any details from previous visits.
Site Improvement Cookies	We regularly test new designs or site features on our website. We do this by showing slightly different versions of the website to different people and anonymously monitoring how the website visitors respond to these different versions. This helps us to offer you a better website.

5.6 Where can I find out more information about cookies?

If you'd like to learn more about cookies in general and how to manage them, please visit www.aboutcookies.org – please note that this is an external website.

6. PRIVACY POLICY

6.1 Introduction

This is our privacy policy. It tells you how we collect and process data received from you on our website.

If you have any comments on this privacy policy, please email them to support@factorywizuk.com

You may access our website without providing any data at all. However, to use all features and functions available on the website you may be required to submit or allow for the collection of certain data.

6.2 Who We Are

Here are the details about us and our Data Controller that we should provide to you under the General Data Protection Regulation 2018.

The Company website address is: www.factorywizuk.com The Company name is: FactoryWiz UK Ltd

The Company registered address is: 9 – 11 Stratford Road, Shirley, Solihull. B90 3LU

The nominated representative is Louise Groves who can be contacted by email at accounts@factorywizuk.com

Under GDPR we will ensure that your personal data is processed lawfully, fairly, and transparently, without adversely affecting your rights. We will only process your personal data if at least one of the following basis applies:

1. a) you have given consent to the processing of your personal data for one or more specific purposes;
2. b) processing is necessary for the performance of a contract to which you are a party or in order to take steps at the request of you prior to entering into a contract;
3. c) processing is necessary for compliance with a legal obligation to which we are subject;
4. d) processing is necessary to protect the vital interests of you or of another natural person;
5. e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; and/or
6. f) processing is necessary for the purposes of the legitimate interests pursued by us or by a third party such as our credit card payment processing, except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

6.3 What we may collect

We may collect and process the following data about you:

- Information you put into forms or surveys on our site at any time;
- Contact information such as email addresses and telephone numbers;
- A record of any correspondence between us;

- Details of transactions you carry out through our site;
- Details of your visits to our site and the resources you use; and/or Information about your computer (e.g. your IP address, browser, operating system, etc.) for statistical purposes

If in the future FactoryWiz UK Ltd have advertisers, we may report aggregate information to our advertisers. At this time FactoryWiz UK Ltd do not have advertisers.

6.4 Cookies

We use cookies to distinguish users and improve our site. Please look at our Cookie Policy (refer to Section 5 of this policy).

7. HOW WE USE WHAT WE COLLECT

7.1 General

All personal data is stored securely in accordance with the EU General Data Protection Regulation (GDPR).

We use information about you to:

- Present site content effectively to you
- Provide information, products and services that you request, or (with your consent) which we think may interest you
- Carry out our contracts with you
- Allow you to use our interactive services if you want to
- Tell you our charges

If you don't want to be contacted for marketing purposes, please contact us at any time by email: support@factorywizuk.com

Please note: At present FactoryWiz UK Ltd does not have any advertisers. If in the future we do have advertisers, we may give them aggregate information to help them reach their target audience, and we may use information we have collected to display advertisements to that audience. We will not, however, identify individuals to our advertisers.

7.2 Registering with us

If you register with us as a customer or enquire about the services we provide, we save the details you provide and use them to enable us to personalise the service we offer to you. You can update your information as necessary by contacting your FactoryWiz UK Ltd directly or by emailing support@factorywizuk.com

8. HOW AND WHERE WE STORE YOUR DATA

We may transfer your collected data to storage outside the European Economic Area (EEA). It may be processed outside the EEA to fulfil your order and deal with payment. These may include payment processing, search engine facilities, advertising and marketing.

By providing your personal data, you agree to this arrangement. We will do what we reasonably can to keep your data secure.

Payment will be encrypted. If we provide a password, you must keep it confidential, please do not share it. Although we try to provide protection, we cannot guarantee complete security for your data, and you take the risk that any sending of that data turns out to be not secure despite our efforts.

We only keep your data for as long as we need it in order to use it as described above, and/or for as long as we have your permission to keep it. In any event, we will conduct an annual review to ascertain whether we need to keep your data. Your data will be deleted if we no longer need it in accordance with the terms of our Data Retention Policy.

Data security is of great importance to us, and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure data collected through our site.

Steps we take to secure and protect your data are contained in our Data Protection Policy.

Notwithstanding the security measures that we take, it is important to remember that the transmission of data via the internet may not be completely secure and that you are advised to take suitable precautions when transmitting data to us via the internet.

9. DISCLOSING YOUR INFORMATION 9.1 General

We are allowed to disclose your information in the following cases:

- We can disclose it to other businesses in our group
- We can disclose it if we have a legal obligation to do so, or in order to protect other people's property, safety or rights
- We can exchange information with others to protect against fraud or credit risks

We may contract with third parties to supply services to you on our behalf. These may include payment processing, search engine facilities, advertising and marketing. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely,

securely, and in accordance with your rights, our obligations, and the obligations of the third party under GDPR and the law.

We may compile statistics about the use of our site including data on traffic, usage patterns, user numbers, sales and other information. All such data will be anonymised and will not include any personally identifying information. We may from time to time share such data with third parties such as prospective investors, affiliates, partners and advertisers. Data will only be shared and used within the bounds of the law.

9.2 If you are a FactoryWiz UK Ltd customer

If you are a FactoryWiz UK Ltd customer, we may disclose information about you to approved third party suppliers who are required to fulfil your service requirements.

For people/companies who make enquires that do not transfer to a service, your data will be deleted periodically or sooner by request. Any requests for data erasure should be emailed to support@factorywizuk.com

9.3 If you are a visitor to our website or making an enquiry

If you are a visitor to our website making an enquiry or otherwise contacting us, we use information about you to tell you about other goods and services that might interest you.

For people/companies who make enquires that do not transfer to a service, your data will be deleted periodically or sooner by request. Any requests for data erasure should be emailed to support@factorywizuk.com.

10. YOUR RIGHTS AND CONTACTING US

Under the GDPR, you have:

- the right to request access to, deletion of or correction of, your personal data held by us;
- the right to complain to a supervisory authority;
- be informed of what data processing is taking place;
- the right to restrict processing;
- the right to data portability;
- the right to object to processing of your personal data;
- rights with respect to automated decision-making and profiling (see section 13

below).

You have the legal right to ask for a copy of any of your personal data held by us (where such data is held). Please contact us for more details email: support@factorywizuk.com

You can ask us not to use your data for marketing. You can withdraw your consent to your personal data being processed. You can do this by contacting us at any time at email: support@factorywizuk.com

To enforce any of the foregoing rights or if you have any other questions about our site or this privacy policy, please contact us using the details set out above.

11.LINKS TO OTHER SITES

Please note that our terms and conditions and our policies will not apply to other websites that you get to via a link from our website. This Privacy Policy applies only to your use of our website. It does not extend to any websites that are linked to from our website (whether we provide those links or whether they are shared by other users). We have no control over how your data is collected, stored or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

12.CHANGES

If we change our Privacy Policy, we will post the changes on this page. If we decide to, we may also email you. We recommend that you check this page regularly to keep up-to-date.

13. AUTOMATED DECISION-MAKING AND PROFILING

13.1 Automated Decision-Making

In the event that we use personal data for the purposes of automated decision-making and those decisions have a legal (or similarly significant effect) on you, you have the right to challenge to such decisions under GDPR, requesting human intervention, expressing your own point of view, and obtaining an explanation of the decision from us.

13.2 Automated Decision-Making Exceptions

The right described in section 13.1 does not apply in the following circumstances:

1. a) The decision is necessary for the entry into, or performance of, a contract between you and us;
2. b) The decision is authorised by law; or
3. c) You have given your explicit consent.

13.3 Profiling

Where we use your personal data for profiling purposes, the following shall apply:

1. a) Clear information explaining the profiling will be provided, including its significance and the likely consequences;

2.
 - b) Appropriate mathematical or statistical procedures will be used;
 - c) All personal data processed for profiling purposes shall be secured in order to prevent discriminatory effects arising out of profiling.