



OUR COMMITMENT TO YOUR PRIVACY

As part of our commitment to you, our Customer, we are documenting our Privacy Policy online to meet the new standards of the European General Data Protection Regulation (GDPR). Our Privacy Policy will become effective on 23 May 2018 and explains how we manage your personal data. By continuing to use our products, website and services after this date, you're confirming that you've read and agree with our Privacy Policy.

We understand that these documents can be long and tedious to read and so we have summarised and reduced the information into just one page.

If you would like to request further information about the data we hold for your account or if you would like to change your account settings (by adding, removing or adjusting your data) to optimise your usage and benefits from our Reminder Information Service or if you have any other questions regarding this policy, please contact Mark Smith at: help@ontapsystems.co.uk

To all our new and long-standing customers, we would like to assure you that this documentation is only for your information. No action is required by you at this time and there will be no effect on the way we work or the level of service and support that you receive from us.

The new documentation identifies the minimal data that we hold to support your account, how we use it, who we give it to (and why) and how we ensure your data's safety.

Please scroll down to the next page to read the Policy details.
Thank you for continuing to choose Ontapsystems.

Mark Smith

help@ontapsystems.co.uk

1. Our relationship	We are a retailer who supplies water filter systems, replacement filters and a free reminder information service to inform you when your filters are about to expire. As a purchaser of our products, you are our Customer and entitled to know what data we hold about you, how we use it and your rights about viewing, altering or deleting it.
2. What data we hold and where we obtain your data from	We store information that you have directly supplied to us in connection with your purchases and enquiries about our website and products. Your payments are made through the secure PayPal payment service and so we do not have access to any of your banking details. We receive and store other (non-banking) data about you from PayPal regarding your purchases. We also keep email communications, notes of phone calls and telephone numbers requesting changes to contact details, reminder dates etc.
3. How we use your Information and how long we keep it	We use your data from PayPal to process and send out your purchases, to record the details of the sale and to calculate when your filters are likely to expire. When you purchased your filter system from us, we informed you that you would be automatically reminded when your filters were approaching their expiry date. <u>We believe it is in your vital interest to know this as your filters may not perform effectively after this time.</u> We also pointed out that you can unsubscribe from this free service at any time. We use your data to provide services, respond to and fulfill your requests, keep you informed of any changes that may affect you directly and to operate and market our site efficiently. We process all data onsite. We are required to keep purchase information for up to 7 years by HM Revenue & Customs and will keep reminder information longer unless instructed due to your vital interest stated above.
4. Access to correct, update or delete your information	We provide you with access to view, update or delete your information related to the reminder information service. You can change your name, email or telephone number and customise your filter reminder dates to suit your individual lifestyle.
5. How we share your information	We share basic name and address information with service providers such as the Royal Mail or other couriers where necessary, to deliver your purchases. The only other reason for sharing your information would be to comply with applicable law. e.g. HM Revenue & Customs.
6. Security of your information	The only sensitive data we hold is your name, address and email address. (plus other details e.g. telephone number, if provided by you). All information is stored and backed up on our own computers, onsite.
7. Cookies and other tracking technologies	We use other companies to count how many hits we get on each webpage to help us improve our website. We do not advertise any products on our site except our own and we do not collect or pass on usage data to other advertisers.
8. Links to other websites	Our website contains links to other websites for your reference and to aid your investigations regarding water filters. These sites are not owned by or affiliated to our website and therefore <u>we do not vouch for or guarantee anything that they contain.</u>
9. Changes to this policy	You will be notified about any material changes to this Policy via a policy update on this website and as otherwise required by applicable law. (New date shown at top of page)
10. Contact us	If you have any questions please contact Mark Smith: help@ontapsystems.co.uk