

# Privacy Policy

Welcome to [www.solidor.co.uk](http://www.solidor.co.uk) (the "Site"). We understand that privacy online is important to users of our Site, especially when conducting business. This statement governs our privacy policies with respect to those users of the Site ("Visitors") who visit without transacting business and Visitors who register to transact business on the Site and make use of the various services offered by Solidor Limited (collectively, "Services") ("Authorised Customers").

This statement sets out our policy in relation to the collection, storage, disclosure and use ("Processing") of information, which we may obtain from you when you contact us via the website. We will only Process your personal information in accordance with, and for the purposes set out in, the data protection statement included on the relevant web page where you input your information. The relevant web page also allows you to tell us not to Process your personal information in these ways. Please note that we take the security and privacy of the Personally Identifiable Information of our users very seriously and always seek to comply with relevant laws.

## **"Personally Identifiable Information"**

refers to any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains, including, but not limited to, name, address, phone number, fax number and email addresses. Personally Identifiable Information does not include information that is collected anonymously (that is, without identification of the individual user) or demographic information not connected to an identified individual.

## **What Personally Identifiable Information is Processed?**

We may Process basic user profile information from all of our Visitors. We Process the following additional information from our Authorised Customers: the names, addresses, phone numbers and email addresses of Authorised Customers.

## **What organizations are Processing the information?**

In addition to our direct collection of information, our third party service vendors (such as credit card companies, clearinghouses and banks) who may provide such services as credit, insurance, and escrow services may Process this information from our Visitors and Authorised Customers. We do not control how these third parties use such information, but we do ask them to disclose how they use personal information provided to them from Visitors and Authorised Customers. Some of these third parties may be intermediaries that act solely as links in the distribution chain, and do not store, retain, or use the information given to them.

## **How does the Site use Personally Identifiable Information?**

We use Personally Identifiable Information to customize the Site, to make appropriate service offerings, and to fulfil buying and selling requests on the Site. We may email Visitors and Authorised Customers about research or purchase and selling opportunities on the Site or information related to the subject matter of the Site. We may also use Personally Identifiable Information to contact Visitors and Authorised Customers in response to specific inquiries, or to provide requested information.

## Solidor Website Privacy Policy

### **With whom may the information may be shared?**

Personally Identifiable Information about Authorised Customers may be shared with other Authorised Customers who wish to evaluate potential transactions with other Authorised Customers. We may share aggregated information about our Visitors, including the demographics of our Visitors and Authorised Customers, with our affiliated agencies and third party vendors. We enlist third party service providers to process user data, which may include your personal information. This will be in the form of a research survey whereby you may be randomly selected to comment on your Solidor experience. We take reasonable steps to ensure that such third party service providers will process your personal information in accordance with this Privacy Policy. We also offer the opportunity to "opt out" of receiving information or being contacted by us or by any agency acting on our behalf, as set out below.

### **How is Personally Identifiable Information stored?**

Personally Identifiable Information collected by Solidor Limited is securely stored and is not accessible to third parties or employees of Solidor Limited except for use as indicated above.

### **What choices are available to Visitors regarding collection, use and distribution of the information?**

Visitors and Authorised Customers may opt out of receiving unsolicited information from or being contacted by us and/or our vendors and affiliated agencies by responding to emails as indicated (eg if such emails contain an "unsubscribe" option) or by contacting us at Smithpool Road, Fenton, Stoke on Trent, ST4 4PW, United Kingdom or via [enquiries@solidor.co.uk](mailto:enquiries@solidor.co.uk).

### **Are Cookies Used on the Site?**

Cookies are small text files that can be used by web sites to make a user's experience more efficient. The law states that we can store cookies on your machine if they are essential to the operation of this site but that for all others we need your permission to do so. We use some non-essential cookies. We do not do this to track individual users or to identify them, but to gain useful knowledge about how the site is used so that we can keep improving it for our users. Without the knowledge we gain from the systems that use these cookies we would not be able to provide the service we do. We also note that [one] set of cookies we use and has already been set. These cookies are: 'Google Analytics'. These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. To opt out of being tracked by Google Analytics across all websites visit [Analytics Opt-out](#). If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies. You can access them through some types of browser.

### **What happens if I say 'no' to allowing cookies in my browser?**

The website will still work and you will be able to get the information you need from the site. But as we develop how the site works and offer more sophisticated services through it this will most likely rely on cookies.

## Solidor Website Privacy Policy

### **What partners or service providers have access to Personally Identifiable Information from Visitors and/or Authorised Customers on the Site?**

Solidor Limited has entered into and will continue to enter into partnerships and other affiliations with a number of vendors. Such vendors may have access to certain Personally Identifiable Information on a need to know basis for evaluating Authorised Customers for service eligibility.

Our privacy policy does not cover their Processing of this information.

### **Disclosure of Personally Identifiable Information to comply with law**

We will disclose Personally Identifiable Information in order to comply with a court order or subpoena or a request from a law enforcement agency to release information. We will also disclose Personally Identifiable Information when reasonably necessary to protect the safety of our Visitors and Authorised Customers.

### **How does the Site keep Personally Identifiable Information secure?**

All of our employees are familiar with our security policy and practices. The Personally Identifiable Information of our Visitors and Authorised Customers is only accessible to a limited number of qualified employees who are given a password in order to gain access to the information. We audit our security systems and processes on a regular basis. Sensitive information, such as credit card numbers or social security numbers, is protected by encryption protocols, in place to protect information sent over the Internet. While we take commercially reasonable measures to maintain a secure site, electronic communications and databases are subject to errors, tampering and break-ins, and we cannot guarantee or warrant that such events will not take place and we will not be liable to Visitors or Authorised Customers for any such occurrences.

### **How can users correct any inaccuracies in Personally Identifiable Information?**

Visitors and Authorised Customers may contact us to update Personally Identifiable Information about them or to correct any inaccuracies by contacting us at Smithpool Road, Fenton, Stoke on Trent ST4 4PW, United Kingdom or via [enquiries@solidor.co.uk](mailto:enquiries@solidor.co.uk).

### **Can a user delete or deactivate Personally Identifiable Information collected by the Site?**

Personally Identifiable Information must be processed in line with the rights of users, including the right to: (a) request a copy of a user's Personally Identifiable Information; (b) request that any inaccurate Personally Identifiable Information is corrected; (c) request that Personally Identifiable Information is deleted and destroyed when causing damage or distress; and (d) opt out of receiving electronic communications. Should a user wish to make a request in line with such rights, please contact us at Smithpool Road, Fenton, Stoke on Trent, ST4 4PW, United Kingdom or via [enquiries@solidor.co.uk](mailto:enquiries@solidor.co.uk). However, because of backups and records of deletions, it may be impossible to delete a user's entry without retaining some residual information. An individual who requests to have Personally Identifiable Information deactivated will have this information functionally deleted, and we will not disclose, transfer, or use Personally Identifiable Information relating to that individual in any way moving forward.

## Solidor Website Privacy Policy

### **What happens if the Privacy Policy Changes?**

We will let our Visitors and Authorised Customers know about changes to our privacy policy by posting such changes on the Site. However, if we are changing our privacy policy in a manner that might cause disclosure of Personally Identifiable Information that a Visitor or Authorised Customer has previously requested not be disclosed, we will contact such Visitor or Authorised Customer to allow such Visitor or Authorised Customer to prevent such disclosure.

### **Links:**

www.solidor.co.uk contains links to other web sites. Please note that when you click on one of these links, you are moving to another web site. We encourage you to read the privacy statements of these linked sites as their privacy policies may differ from ours.

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