

Somer Solvit Limited is committed to protecting and respecting your privacy. This Privacy Policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Please note that under normal business we will not pass on your details to third parties.

If you have any questions regarding this privacy policy feel free to contact us via our website or write to us at:

Somer Solvit Limited
3 Lark Close
Midsomer Norton
Radstock
BA3 4PX
United Kingdom

INFORMATION THAT WE COLLECT AND HOW WE USE IT

We may collect and process the following data about you:

- **Information you provide:** When you contact us via the forms on our site www.somer-solvit.co.uk (**our website**) we will ask you for personal information such as name and e-mail address. You are invited to provide address, fax and telephone information, though these are not mandatory. We may also ask you for information at other times e.g. when we ask you to rate our services, provide a testimonial or provide feedback on our website. If you contact us, we may keep a record of that correspondence.
- **Communications:** When you raise an enquiry or call us we may retain the personal information in order to respond to your request, complete your order or improve our services.
- **Log Information:** When you access our website our servers will automatically collect non personal information. This is information that no longer references you as an individually identifiable user. Examples include location data, Internet Protocol (IP) address, operating system, browser type and other related communication data such as pages viewed. This is statistical data about our website usage and is used to report aggregate information for the purposes of system administration.
- **Testimonials:** When you provide a testimonial we will get your consent prior to publishing material on our website or elsewhere. Names will not uniquely identify an individual where requested.

WHERE WE STORE YOUR PERSONAL DATA

All information you provide to us is stored on secure servers and Somer Solvit computers. By submitting your personal data, you agree to this transfer, storing or processing.

Somer Solvit Limited will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

INFORMATION USE

We use personal information held about you in the following ways:

- For administrative purposes and core activities, to answer your enquiry, fulfil your order and for the provision of support services.
- To ensure that the content from our site is presented in the most effective manner for you and for your computer.
- We will provide you with information, products or services that you request from us or which we think may interest you, where you have consented to be contacted for such purposes.

- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our services.

INFORMATION SHARING

Under normal business we will not pass on your details to third parties. However, we may disclose your personal information to third parties in the following circumstances:

In the event that we sell or buy any business or assets we may disclose your personal data to the prospective seller or buyer of such business or assets.

If Somer Solvit Limited or substantially all of its assets are acquired by a third party personal data held by it about its customers will be one of the transferred assets and then these will become subject to a different privacy policy.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Business and other agreements; or to protect the rights, property, or safety of Somer Solvit Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of law enforcement and fraud protection.

INFORMATION SECURITY

We take appropriate security measures to prevent unauthorised access to your personal information, including use of appropriate security measures when accessing transmitted e-mails.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We restrict personal information to Somer Solvit directors, employees, contractors or associates who need to know that information to fulfil your order or process it on your behalf. All will have signed confidentiality agreements about their obligations and rights.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. We won't use your data unless you opt-in for processing of personal data using the contact form on the website. Subsequently you can exercise the right to opt-out by contacting us.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The Data Protection Act 1998 gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Usually this will be free, however we may charge a fee of £10 to meet our administration costs in providing you with details of the information we hold about you.

CHANGES TO THIS PRIVACY POLICY

Please note that this Privacy Policy may change from time to time. Changes we may make to our Privacy Policy in the future will be posted on the website and, where appropriate, you will be notified by e-mail.