



## **PRIVACY POLICY**

This Privacy Policy governs the manner in which TL Safety Limited collects, uses, maintains and discloses information collected from Users (each, a “User”) of the [www.tlsafety.co.uk](http://www.tlsafety.co.uk) website (“Site”). This privacy policy applies to the Site and all products and services offered by TL Safety Limited.

### **Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out the contact form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, their name, email address, phone number. Where a User completes the general training enquiry form we ask for your Company name and address and the names of the candidates who require the training course.

Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities or us contacting you if you want us to do so.

### **Non-personal identification information**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### **Web browser cookies**

Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of our Site may not function properly.



## **How we use the collected information**

TL Safety Limited may collect and use Users personal information for the following purposes:

### **To improve customer service**

- Information you provide helps us respond to customer service requests and support needs more efficiently.
- To personalize user experience
- We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

### **To improve our Website**

- We may use feedback you provide to improve our products and services.

### **To contact you**

- We may use the User's email address to respond to User inquiries, questions, and/or other requests.
- Where appropriate we may want to contact you by telephone to discuss a User's enquiry to ensure that we understand your request and that we are able to provide the correct service to meet your needs.

## **How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

## **Sharing your personal information**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and Users with our business partners, associates and trusted affiliates for the purposes outlined above.

Where Users have purchased online training courses we do need to share your name and e-mail address to a third party website which we use to host our e-learning courses. This is to enable us to set up User's e-learning course and to generate login details and a User password to enable Users to complete the training course.



### **Third party websites**

Users may find advertising or other content on our Site that link to the Websites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these Websites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these Websites or services, including their content and links, may be constantly changing. These Websites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that Website's own terms and policies.

### **Changes to this Privacy Policy**

TL Safety Limited has the discretion to update this Privacy Policy at any time. When we do, we will revise the date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of any modifications.

### **Your acceptance of these terms**

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Website. Your continued use of our Site at [www.tlsafety.co.uk](http://www.tlsafety.co.uk) following the posting of changes to this policy will be deemed your acceptance of those changes.

### **Contacting us**

If you have any questions about this Privacy Policy, the practices of this Site, or your dealings with this Site please contact us at:

**TL Safety Limited**

[privacy@tlsafety.co.uk](mailto:privacy@tlsafety.co.uk)