

PRIVACY AND COOKIE POLICY STATEMENT

1. Who We Are

We are Stevens Traceability Systems Limited and Stevens Traceability Service Limited who provide weighing solutions software, installation, service, maintenance and calibration. Our Head Office is based in Blackburn, Lancashire and we hold recognised industry standards ISO9001 and ISO17025.

2. What this Privacy and Cookie Policy Covers?

Stevens Traceability Systems Limited and Stevens Traceability Service Limited are committed to protecting your privacy and to control personal data in accordance with GDPR. Our privacy and cookie policy statement explains how and why we use your personal data and details how you can control how that data is handled.

This policy covers:

- The types of personal data that we collect, and
- Explains how and why we collect this data and how we use your personal data;
- Explains when and why we will share your personal data;
- Explains the rights and choices you have when it comes to your personal data.

3. What Information do we Collect?

The information that we gather falls broadly into two types:

- Information that relates directly to you (e.g. your name and contact details, communication preferences and customer history).
- Information that does not directly identify you (e.g. how you might browse our website), specifically:
 - Your IP address through the placement of cookies; and
 - Location data, which might be gained through your IP address
- Information as detailed above via access to our website.
- Also via our website analytics program which collects IP address, web browser version, operating system, device type, basic demographic information when you visit www.stevenstraceability.com

4. How do we gather your information

Information is gathered in the following ways:

Indirectly

For example: using website technology, i.e. Cookies, see Section 5, that tracks and administers your visits through your browser, or similar technology when you use a mobile device.

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Directly

For example: when you make an enquiry and provide your contact information.

Through your device (e.g. mobile, PC or tablet) where you have enabled location services for the applicable App or browser. This may be used for location targeted services or advertising in accordance with your preferences, which may be adjusted either on your device or via server, Application or website preferences.

Google Analytics to Analyse Website Traffic.

Stevens Traceability uses Google Analytics to analyse the use of our website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers.

5. What are cookies and how and why we use them?

5.1 What is a Cookie?

If you run a website, you may already know what a cookie is and how it functions. Just in case you don't know much about cookies, though, here is a brief overview:

A cookie (sometimes also referred to as a browser cookie, HTTP cookie, Internet cookie or web cookie) is a small file sent from a web server to your computer whenever you visit a website. If you return to the website later, your web browser sends a small file to the server to notify the website of any previous activity you engaged in on the site. Once you return to a website the server can retrieve the cookie file from the local computer to assist in expediting certain functions such as logging in and retrieving account or user data.

Cookies can serve many useful purposes, such as remembering items you had in a shopping cart, logging visited pages on the site and remembering login details, so you don't have to enter them every time you visit the website. The most common types of cookies are authentication cookies, which servers use to determine whether a user is logged into a site or not.

Cookies cannot contain viruses nor install spyware or malware on your computer. However, companies can use cookies to track long-term browsing history and store information on the types of products or information viewed. Over a period of time, aggregate information of this type can help site owners push targeted products or information to your browser during visits. While this practice may seem helpful (and it certainly can be,) it may also pose cause for concern for users that wish to keep their browsing or search habits private.

5.2 Why do we use Cookies?

In order to understand our customers' requirements, interest and parts of our website which is user friendly and meaningful to our customers we use cookies to track what is of interest, by who and where so that we can provide a better service overall.

As mentioned earlier Cookies are small files sent by web servers to web browsers and stored by your web browsers.

The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers interests.

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There are two main kinds of cookies: session cookies and persistent cookies. Session cookies are deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until it expires (persistent cookies are set with expiration dates) or until the user deletes the cookies.

5.3 Types of Cookies We Use?

COOKIE	TYPE	DURATION	DESCRIPTION
_ga	persistent	2 Years	This cookie is usually saved upon the first visit to the site. If the cookie has been deleted by the browser operator, and the browser subsequently visits www.stevenstraceability.com , a new _ga cookie is written with a different unique ID. Mostly this cookie is used to determine unique visitors to the Stevens website and it is updated with each page view. Additionally, this cookie is provided with a unique ID that Google Analytics uses to ensure both the validity and accessibility of the cookie as an extra security measure.
_gat	third party	24 Hours	This cookie is set to allow Stevens Traceability to track visitors and their use of the site. It is set when you first visit the site and updated on subsequent visits. Stevens do not use Google Analytics to collect personal information, other than IP address, from our website visitors.
_gid	third party	End of Session	Stores a unique user session identifier
lang	session	End of Session	This Twitter cookie is set due to Twitter integration and sharing capabilities for the social media.
NID	third party	10 Years	Google uses cookies, like the NID to personalise the ads in Google properties, like Google search. For example, we use them to store your most recent searches, your previous interactions with an advertiser's ads or search results and your visits to an advertiser's website. In this way Google can show you personalised ads on Google.

5.4 How to Accept or Manage Cookies?

Upon first accessing our Stevens Traceability website you will be presented with an information box which provides information about Cookies, and requests your acceptance for us to use cookies so that we can provide a better service to our customers'. If accepted, you will be passed directly to the Stevens Traceability website and no further action is required. If you choose not to accept cookies you will be provided with a link to a web site which provides information on how to adjust your browser settings not to allow cookies. More information on cookies, their use and how to accept or reject them can be found at <https://support.microsoft.com>

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To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

As our cookies are largely aimed at improving the user experience on the website, you may find that if you block certain cookies you may experience deterioration in the service you receive.

6. How do we use your data?

We will never sell your personal data, and we will only share it with organisations we work with where necessary to provide service, and where data privacy and security are assured.

The information generated relating to our website is used in two ways:

To create reports about the use of the website which includes the following:

- How many people visit the website?
- Where do visitors live?
- Do we need a mobile friendly website?
- What websites sends traffic to my website?
- What marketing tactics drive the most traffic to my website?
- Which pages on my website are the most popular?
- How many visitors have we converted into leads or customers?
- Where did my converting visitors come from and go on my website?
- How can we improve my websites speed?
- What blog content do my visitors like the most?

In order to handle enquiries from potential or existing customers we would need to hold the following data:

- Name
- Contact email address
- Company Name
- Contact telephone
- Nature of enquiry

Note:

Google will store and use this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

7. How we protect your information?

Both Stevens Traceability Systems Limited and Stevens Traceability Service Limited will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

Stevens Traceability Systems Limited and Stevens Traceability Service Limited store all the personal information you provide on either our secure servers or on a secure cloud-based system we are adopting for storage of data.

We will do our best to protect your personal information, but we cannot guarantee the security of your information which is transmitted to our website, applications or services or to other website, applications or services via an internet or similar connection.

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If we have given you (or you have chosen) a password to access certain areas of our websites, applications or services please keep this password safe. However, please note we will not share this password with anyone.

8. How we use your personal information?

Stevens Traceability Systems Limited and Stevens Traceability Service Limited may use your personal information in several ways for example:

- Send you statements and invoices for goods and or services you have purchased from either of our two companies;
- collect payments from you;

and or

- send you marketing communications.

If either of our two companies is asked to disclose your personal information to its agents or partners for these purposes, we will contact you to seek your permission to provide any information and will respect your wish if you ask us not to.

In addition, Stevens Traceability Systems Limited and or Stevens Traceability Service Limited may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

9. How long will we hold on to your personal data?

We will not keep your personal data longer than we need to, how long this is depends upon several factors, including:

- How old the data is?
- Whether there is a legal/regulatory reason for us to keep it i.e. Account Information six years from the end of the contract.
- We'll keep some personal information for a reasonable period after your contract with us has finished, in case you decide to use our services again.

10. Rights to removal of personal data.

You are entitled to see copies of all personal data held by us and to amend, correct or delete such data. You can also limit, restrict or object to the processing of your personal data. You can use our info@stevenstraceability.com email to request amendments etc. If you gave us consent to use your data e.g. so that we can send you marketing emails, you can withdraw your consent. Information on how to do this is on each marketing email you receive. As a person whose personal data we are processing, you have certain rights in respect of that personal data; you have the right:

- To withdraw consent;
- To access your personal data that we process;
- To rectify inaccuracies in personal data that we hold about you if it is inaccurate or incomplete;
- To request the deletion or removal of your personal data where there is no compelling reason for its continued processing;
- To restrict the processing of your personal data in certain ways;

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- To obtain your personal data for reuse;
- To object certain processing of your personal data;
- To complain to the Information Commissioner's Office about the way in which we process your personal data.

11. How to access and update your personal information

In the first instance please contact Stevens Traceability Head Office and advise of your enquiry relating to personal data which may be held by Stevens Traceability and your requirement to access, amend, update or remove and detail your reason for the specific action to be taken.

Telephone: 01254 685200

Email: info@stevenstraceability.com

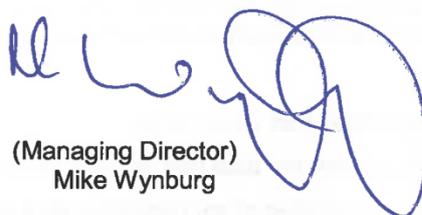
12. Changes to our Privacy and Cookie Policy Statement

We may change this Privacy and Cookies Policy from time to time. Our latest reviewed Privacy and Cookie Policy will be posted on our website.

Please check this page occasionally to ensure you are familiar with any updates.

Signed:

(Managing Director)
Mike Wynburg



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