

## ETESIA UK LIMITED PRIVACY POLICY (REVIEW DATE 7<sup>TH</sup> MAY2024)

Etesia UK Limited (Company Registration No. 02623409) ("We"/"Our"/"Us") are committed to protecting and respecting your privacy.

This policy (together with our Terms of Use and any other documents referred to on it) 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.

Etesia UK will take all reasonable steps to prevent unauthorised access to, or disclosure of, personal data and; protect personal information from misuse or loss.

Etesia UK Limited of Greenway House, Sugarswell Business Park, Shenington, Oxon, OX15 6HW are data controllers for the purposes of the General Data Protection Regulations (GDPR) (2018).

### INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Personal details, such as name, address and email address
- Financial details
- If you contact us by telephone, mail or e-mail / other electronic form for whatever reason (E.g. purchase transactions, general enquiries, credit applications, job applications, subscription to newsletters etc), we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

### USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.
- To comply with a request made by you or to provide you with information which we feel may interest you, where you have consented to be contacted for such purposes.
- To assess your credit application as set out below in the "Uses made of the information for credit applications" section of this policy.

### USES MADE OF THE INFORMATION FOR CREDIT APPLICATIONS

In order to process your application, we will supply your personal information to credit reference agencies (CRAs) and they will give us information about you, such as your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity. We will also continue to exchange information about you with CRAs on an ongoing basis, including about your settled accounts and any debts not fully repaid on time. CRAs will share your information with other organisations. The identities of the CRAs, and the ways in which they use and share personal information, are explained in more detail at <http://www.experian.co.uk/crain/index.html>.

### WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. We may also disclose your personal information to third parties: where we sell any or all of our business and/or assets to a third party; where we are legally required to disclose your information and; to assist fraud protection and minimise credit risk.

### COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. Some of these cookies may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information. This is statistical data about our users' browsing actions and patterns and does not identify any individual. You can decline the use of cookies when accessing our website.

### YOUR RIGHTS

You have the following rights under the GDPR

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent

You have the right to ask us not to process your personal data for marketing purposes. We will usually 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. You can also exercise the right at any time by contacting us at Les Malin, Etesia UK Limited, Greenway House, Sugarswell Business Park, Shenington, Oxon, OX15 6HW

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

GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with the Regulations. Any access request will not be subject to a fee in providing you with details of the information we hold about you. We will respond to all access requests within one calendar month.

### CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

### CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Les Malin, Etesia UK Limited, Greenway House, Sugarswell Business Park, Shenington, Oxon, OX15 6HW

If you are unhappy about how we are using your information or how we have responded to your request then initially you should contact Les Malin, Etesia UK Limited, Greenway House, Sugarswell Business Park, Shenington, Oxon, OX15 6HW

If your complaint remains unresolved then you can contact the ICO, details available at [www.ico.org.uk](http://www.ico.org.uk)