

How we protect and use your information.

At SDL Group Ltd we do all we can to respect your right to privacy and the protection of your personal information. This notice sets out a summary of what we do with your information in order to run our business and provide our customers with products and services.

Our privacy notice may be updated from time to time and we will communicate any changes to you.

We collect and process various categories of personal information.

Your full name, or your initials and surname.

- Your full business titles.
- Your business contact address.
- Your business telephone number, including if applicable, your extension.
- Your business e-mail address.
- If applicable, your mobile telephone number.
- If applicable, your work fax number.
- If applicable, your position or job title within your organisation.
- If applicable, the account number(s) by which we conduct business.

This information is held in an electronic accounts system on Secured Servers.

Most of your information will have been provided by you, or created through the use of our products and services. We also collect information from third party organisations (such as credit reference agencies and public sources).

Your rights

You have certain legal rights to control what we do with your information. This includes a right to get access to your personal information; to request us to correct or update incorrect information; to object to or request that we restrict processing your information in certain circumstances; to object to direct marketing; and to receive the personal information you provided in a portable format.

How we use your information

We use your information primarily to provide you with products and services. To improve the products and services we offer, and for the day-to-day running of our business. We also use it to comply with laws and regulations that apply to us and to protect our business, our customers and employees.

Sharing your information outside SDL Group Ltd

We keep your information confidential **and** will not share your information with third parties except:

- a) where we have your permission;
- b) where required for your product or service;
- c) where we are required by law and by law enforcement agencies, judicial bodies, government entities, tax authorities or regulatory bodies around the world;
- d) where permitted by law, it is necessary for our legitimate interests or those of a third party, and it is not inconsistent with the purposes listed above.

Marketing

Unless you have told us not to, we will send you marketing information relating to products, articles and services that we think will be of interest and relevant to you. If you change your mind and no longer want to receive these communications you can tell us at anytime by contacting us 01282418418 or emailing us at info@sdlgrouppltd.com

SDL Group will not share your information with third parties for their own marketing purposes without your permission.

Communications about your account

We may contact you with information relevant to the operation and maintenance of your account by a variety of means, including telephone, email and post. If at any point in the future you change your contact details you should tell us promptly about those changes.

How long we keep your information

We do not keep your information for longer than we need to, which is usually up to ten years after your relationship with us ends, unless we are required to keep it longer (for example **due to** a court order or investigation by law enforcement agencies or regulators).

If you wish to raise a complaint on how we have handled your personal information, you can contact the company info@sdlgrouppltd.com