



BiTEA Limited
ICS House, Hall Road
Maldon, Essex CM9 4LA
United Kingdom

BiTEA Limited GDPR Policy Statement

General Data Protection Regulation (GDPR) 2018

Bitea Limited is Registered with the Information Commissioner Office (Z9349824) under the Data Protection Act 1998 and comply with the current Act in all our dealings with your personal data.

BiTEA Limited is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect information about you and how we process this information. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat our obligations seriously in accordance with the law including the General Data Protection Regulation ("GDPR").

1. The Data we may collect

We may collect and process the following information about you: –

Information you provide us

This is information about you that you provide us by corresponding with us by phone, e-mail, filling in forms on our website or otherwise. It includes information you provide when you use our site, purchase our goods and services, subscribe to a mailing list, provide survey or feedback information for market research, search for a product or request more information. The information you provide us may include your name, address, e-mail address and phone number, payment details including credit card or bank account details, relevant details about the business you work for and the industry you operate in.

Information we collect

As you move around our site, subject to appropriate consents being obtained, we will collect information about your visit, including which pages you visit, how often you visit and what links you click on.

This will include technical information such as Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, operating system, platform and information about your visit, for instance, the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (including scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number. To improve the services we provide, we also use Google Analytics to provide data for the above-mentioned activity as well as general site performance and usage statistics.

2. Cookies

Our site uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see the notice on this site "Cookie Policy".

3. How we use your data

We use information held about you in the following ways:

- To carry out our obligations arising from any agreements entered between you and us
- To provide you with information, products or services that you request from us
- To provide you with marketing information and offers.
- To send surveys that we use for research purposes, although you do not have to respond to them.
- To notify you about changes to our services
- To ensure that content from our site is presented in the most effective manner for you and for your computer.

4. How we store and control your personal data

We are committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable electronic, physical and managerial procedures to safeguard and secure the personal data we collect.

All information you provide to us is stored securely. Any payment transactions will be encrypted.

We will not transfer your contact details to other organisations.

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 will store your personal data for as long as may be required by law, or as required under any contract. If there is no legal requirement, we will retain information about you only for so long as is necessary for the purpose/s for which it was collected.

5. Your Data Rights

BiTEA Limited will respect all your data rights. These rights include, but are not limited to:

The Right of Access: at any time, you can ask for a copy of your personal information. BiTEA Limited will respond with whether data is held or not. Any access request for this information may be subject to a fee to meet our cost in providing the details of the information we hold about you.

Right of Rectification: allows you to submit changes to your records and once changes are verified, they will be amended on BiTEA Limited's records. Similarly, BiTEA Limited will periodically request you to check your data is held accurately.

Right of Erasure: if you request your data to be erased, and there is no other lawful basis to keep your data, then it will be removed.

If you would like to exercise your data subject rights including your right of access, rectification, erasure, restriction, or objection to processing, please contact us on the data protection contact details contained within this notice.

6. Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

7. Changes to our privacy policy

Any changes we make to our privacy policy in the future will be displayed on this page and if appropriate you will be notified by email.

8. Contact us

Any questions, comments or requests regarding this privacy policy are welcomed at any time by email to philip.durham@bitea.com or in writing to Philip Durham, Managing Director, BiTEA Limited, ICS House, 10-14 Hall Road, Maldon, Essex. CM9 4LA, UK