



THERMAC

PRIVACY AND DATA HANDLING POLICY

Our Policy is essential to the personal information collected, third parties with whom we share information, how consumers can review and request changes to their information, and how the company notifies consumers of material changes to this privacy policy.



WWW.THERMAC.COM

Privacy And Data Handling Policy

Thermac takes your privacy very seriously. Please read this as it also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint.

We collect, use and are responsible for certain personal information about you. When we do so we are subject to the General Data Protection Regulation, which applies across the European Union (including in the United Kingdom) and we are responsible as 'controller' of that personal information for the purposes of those laws.

It would be helpful to start by explaining some key terms used in this policy:

Personal information: Any information relating to an identified or identifiable individual

Special category personal information: Personal information revealing racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs or trade union membership, genetic and biometric data, data concerning health, sex life or sexual orientation

We may collect and use the following personal information about you:

- your name and contact information, including email address and telephone number and company details
- Information to enable us to check and verify your identity, e.g. your date of birth
- location data, if you choose to give this to us
- your billing information, transaction and payment card information
- your professional online presence, e.g. LinkedIn profile
- information from accounts you link to us, e.g. Facebook
- information to enable us to undertake credit or other financial checks on you
- Information about how you use our website, IT, communication and other systems
- your responses to surveys, competitions and promotions

This personal information is required to provide services to you. If you do not provide personal information we ask for, it may delay or prevent us from providing services to you.

We collect most of this personal information directly from you - in person, by telephone, text or email and via our website. However, we may also collect information:

- from publicly accessible sources, e.g. Companies House, HM Land Registry
- directly from a third party, e.g.: sanctions screening providers; credit reference agencies; customer due diligence providers
- from a third party with your consent, e.g. a firm of solicitors or bank/building society
- from cookies on our website - for more information on our use of cookies, please see our cookies policy

- via our IT systems, e.g.: automated monitoring of our websites and other technical systems, such as our computer networks and connections, communications systems and email

Under data protection law, we can only use your personal information if we have a proper reason for doing so, e.g.:

- to comply with our legal and regulatory obligations.
- for the performance of our contract with you or to take steps at your request before entering into a contract.
- for our legitimate interests or those of a third party; or
- where you have given consent.

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.

Below explains what we use (process) your personal information for and our reasons for doing so:

What we use your personal information for and our reasons:

To provide services to you - For the performance of our contract with you or to take steps at your request before entering into a contract.

To prevent and detect fraud against you or us - For our legitimate interests or those of a third party, i.e. to minimise fraud that could be damaging for us and for you

Conducting checks to identify our customers and verify their identity, screening for financial and other sanctions or embargoes, other processing necessary to comply with professional, legal and regulatory obligations that apply to our business, e.g. under health and safety regulation or rules issued by our professional regulator - To comply with our legal and regulatory obligations

Gathering and providing the information required by or relating to audits, enquiries or investigations by regulatory bodies - To comply with our legal and regulatory obligations

Ensuring business policies are adhered to, e.g. policies covering security and internet use - For our legitimate interests or those of a third party, i.e. to make sure we are following our own internal procedures so we can deliver the best service to you

Operational reasons, such as improving efficiency, training and quality control - For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you at the best price

Ensuring the confidentiality of commercially sensitive information - For our legitimate interests or those of a third party, i.e. to protect trade secrets and other commercially valuable information, to comply with our legal and regulatory obligations

Statistical analysis to help us manage our business, e.g. in relation to our financial performance, customer base, or other efficiency measures - For our legitimate interests or those of a third party, ie to be as efficient as we can so we can deliver the best service for you at the best price

Preventing unauthorised access and modifications to systems- For our legitimate interests or those of a third party, i.e. to prevent and detect criminal activity that could be damaging for us and for you and to comply with our legal and regulatory obligations

Updating and enhancing customer records - For the performance of our contract with you or to take steps at your request before entering into a contract and to comply with our legal and regulatory obligations. For our legitimate interests or those of a third party, eg making sure that we can keep in touch with our customers about existing orders and new products

Statutory returns - To comply with our legal and regulatory obligations

Ensuring safe working practices, staff administration and assessments -To comply with our legal and regulatory obligations

For our legitimate interests or those of a third party, e.g. to make sure we are following our own internal procedures and working efficiently so we can deliver the best service to you

Marketing our services and those of selected third parties to:

- existing and former customers.
- third parties who have previously expressed an interest in our services.
- third parties with whom we have had no previous dealings.
- For our legitimate interests or those of a third party, i.e. to promote our business to existing and former customers.

Credit reference checks via external credit reference agencies - For our legitimate interests or those of a third party, i.e. to ensure our customers are likely to be able to pay for our products and services

External audits and quality checks, e.g. for ISO or Investors in People accreditation and the audit of our accounts - For our legitimate interests or those of a third party, i.e. to maintain our accreditations so we can demonstrate we operate at the highest standards. To also comply with our legal and regulatory obligations.

The above does not apply to special category personal information, which we will only process with your explicit consent.

Promotional communications:

We may use your personal information to send you updates (by email, telephone or post) about our services, including exclusive offers, promotions or new services.

We have a legitimate interest in processing your personal information for promotional purposes (see above 'How and why we use your personal information'). This means we do not usually need your consent to send you promotional communications. However, where consent is needed, we will ask for this consent separately and clearly.

We will always treat your personal information with the utmost respect and never sell it to other organisations for marketing purposes.

You have the right to opt out of receiving promotional communications at any time by contacting us via the number provided in the website.

We may ask you to confirm or update your marketing preferences if you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

We routinely share personal information with:

- third parties we use to help deliver our services to you, e.g. payment service providers
- other third parties we use to help us run our business, e.g. website hosts.
- third parties approved by you, e.g. third-party payment providers;
- credit reference agencies.
- our insurers and brokers.
- our bank

We only allow our service providers to handle your personal information if we are satisfied they take appropriate measures to protect your personal information. We also impose contractual obligations on service providers relating to ensure they can only use your personal information to provide services to us and to you. We may also share personal information with external auditors, eg in relation to ISO accreditation and the audit of our accounts.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

We may also need to share some personal information with other parties, such as potential buyers of some or all of our business or during a re-structuring. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations.

We will not share your personal information with any other third party.

Information may be held at our offices and those of our third-party agencies, service providers, representatives and agents as described above (see above: 'Who we share your personal information with').

We will keep your personal information while you have an account with us or we are providing services to you. Thereafter, we will keep your personal information for as long as is necessary:

- to respond to any questions, complaints or claims made by you or on your behalf;
- to show that we treated you fairly.
- to keep records required by law.

We will not retain your personal information for longer than necessary for the purposes set out in this policy. Different retention periods apply for different types of personal information. Further details on this are available in our file retention policy for legal services (available on request)

You have the following rights, which you can exercise free of charge:

Access: The right to be provided with a copy of your personal information (the right of access)

Rectification: The right to require us to correct any mistakes in your personal information

To be forgotten: The right to require us to delete your personal information—in certain situations

Restriction of processing: The right to require us to restrict processing of your personal information—in certain circumstances, e.g. if you contest the accuracy of the data

Data portability: The right to receive the personal information you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations.

To object: The right to object:

- at any time to your personal information being processed for direct marketing (including profiling);
- in certain other situations to our continued processing of your personal information, eg processing carried out for the purpose of our legitimate interests.

Not to be subject to automated individual decision-making: The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

For further information on each of those rights, including the circumstances in which they apply, please contact us or see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise any of those rights, please:

- email, call or write to us—see below: 'How to contact us'; and
- let us have enough information to identify you (eg your full name, address and customer or matter reference number);
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill); and
- let us know what right you want to exercise and the information to which your request relates.

We have appropriate security measures to prevent personal information from being accidentally lost, or used or accessed unlawfully. We limit access to your personal information to those who have a genuine business need to access it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you may raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

We may change this privacy notice from time to time—when we do, we will inform you via our website, social media or other means of contact such as email.

Please contact us by post, email or telephone if you have any questions about this privacy policy or the information, we hold about you.

This Policy was approved & authorised by:

Signed



Jason Davy

**Managing Director – For and on behalf of Thermac
Limited**

Issue 7

Date of review: March 2026

Date of next review: March 2027