

## **PRIVACY POLICY**

This privacy notice tells you what to expect when Taydec Ltd (Taydec) collects personal information about you from our website.

### **Visitors to our websites**

When someone visits <https://www.taydec.com/> we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns.

We do this to find out things such as the number of visitors to the various parts of our site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and we will explain what we intend to do with it.

### **Search Engines**

Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either Taydec or any third party.

### **Cookie Policy**

Our website uses cookies. By using this website and agreeing to this policy, you consent to Taydec's use of cookies in accordance with the terms of this policy.

Cookies are files sent by web servers to web browsers and stored by the 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.

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 deleted, or until they reach their expiry date.

We use cookies on this website, for the following purposes:

- Make login faster to our website by remembering your login details
- Make the page load quicker by sharing the workload across computers
- Ensure our website pages are optimised for your browser or device by giving us technical information about the device or browser you are using

### **Security & Performance**

We use a third-party service to help maintain the security and performance of Taydec's website. To deliver this service, it processes the IP addresses of visitors to the site.

### **Contact Forms**

Should you choose to contact us using a contact form on the website or an email link, none of the data that you supply will be stored by this website or passed to / be processed by any of the third-party data processors. Instead the data will be collated into an email and sent to us over the Simple Mail Transfer Protocol (SMTP). Our SMTP servers are protected by TLS (sometimes known as SSL) meaning that the email content is encrypted using SHA-2, 256-bit

cryptography before being sent across the internet. The email content is then decrypted by our local computers and devices.

## **Emails**

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

## **Access to personal information**

Taydec tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request'. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request for any personal information we may hold, you need to put the request in writing addressing it to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

You also have the right to be forgotten and your consent can be withdrawn at any time. If you do withdraw consent we will remove/delete any personal data we hold on you.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us via the address below.

## **Links to other websites**

This privacy notice 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.

## **Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 18 September 2020.

## **How to contact us**

If you want to request information about our privacy policy, you can email us or write to us at:

Taydec Ltd  
224 Marsh Hill  
Erdington  
Birmingham  
B23 7HE