

This privacy policy sets out how we deal with any personal data we collect from you while you are using our website or we are providing or discussing our services with you.

## WHO ARE WE

We are Global Telemetrics Limited (Company Number 6965076). We trade as Telemetrics or Global Telemetrics. We operate the websites <http://www.globaltelemetrics.eu> and <http://www.smartrack.uk.net> (our "Site(s)"). Our registered office and main trading address is 63 Fosse Way, Syston, Leicestershire, LE7 1NF. Our VAT number is 119 848 871.

## INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Geo-location data regarding any vehicles which you have subscribed to our services. Details of this data are shown below:
- Geo-location data is a record of where a vehicle is at any given moment. If Geo-location data is gathered for a period of time it can be used to show where a vehicle has been, the direction it was travelling and the time when it made those journeys.
- Geo-location data is recorded when your tracking system is activated. If your system is properly installed and has not been tampered with we are able to activate and deactivate the system remotely. The system will be activated whenever our agreement with you obliges or allows us to try and track a vehicle; this is typically done either to test the correct operation of the system or when you, the police or your insurance company contact us to report that the vehicle has been stolen.
- Geo-location data will no longer be recorded when the tracking system is deactivated. You may request for the system to be deactivated in this way.
- Geo-location data is key to our services. As such, if you refuse to allow us to gather geo-location data or request that the system be deactivated we will be unable to provide you with those services.
- Information that you provide by filling in forms on our Site. This includes information provided at the time of registering to use our Site, subscribing to our service, posting material or requesting further services.
- Information that you provide when you contact us. In particular, telephone calls that you make to use may be recorded.
- Details of transactions you carry out with us (through our Site or otherwise) and of the fulfilment of your orders.

## USES MADE OF THE INFORMATION

We use the data held about you in the following ways:

- To track the location of vehicles which you have subscribed to our services. In particular, to allow you to view the movements of your vehicle when the system has been activated. Geo-location Data from the previous six (6) months will be available through your account on our Site. We archive Geo-location Data which is more than six (6) months old. Archived data will be provided to you within twenty eight (28) working days of a written request.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our service.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you. We or they may contact you about these by post or telephone. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data.

Please note that the transmission of information via the internet is unfortunately 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.

## YOUR RIGHTS

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 exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at Global Telemetrics Limited at Telemetrics House, Old Station Close, Coalville, Leicestershire LE67 3FH or [customerservices@globaltelemetrics.eu](mailto:customerservices@globaltelemetrics.eu)

## DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to any member of our group of companies. This means our subsidiaries, our ultimate holding company and the subsidiaries of that holding company. (For reference, subsidiary and holding company are defined in section 1159 of the UK Companies Act 2006).

We may disclose your personal information, and in particular the Geo-Location data, to third parties in the following circumstances:

- to aid with Police investigations. For example, we may provide the Police with Geo-location data regarding a vehicle which has been reported as stolen or recordings of telephone calls you have made to us.
- to aid with the proper administration of insurance claims or applications. For example, your ability to provide geo-location data may be used to gain PAYD (pay as you drive) insurance. Should this be the case you agree to us making reasonable disclosure of that geo-location data to your insurance company in respect of such insurance.
- For research purposes, for example to analyse the Geo-location data to examine if there are any trends or patterns to how a vehicle is used once it has been stolen.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, our terms and conditions of supply and other agreements or to protect the rights, property, or safety of Global Telemetrics Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- If Global Telemetrics Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the assets transferred to that third-party.
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

## 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 may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password as part of our services, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

## **IP ADDRESSES**

We 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 to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

## **COOKIES**

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our Site and to deliver a better and more personalised service. Some of the cookies we use are essential for the Site to operate. If you register with us or if you continue to use our Site, you agree to our use of cookies.

Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the Site.

Examples of purposes for which a cookie may be used:

- to estimate our audience size and usage pattern;
- to store information about your preferences, and so allow us to customise our Site and to provide you with offers that are targeted at your individual interests;
- to speed up your searches;
- to recognise you when you return to our Site.
- to allow you to use our Site in a way that makes your browsing experience more convenient, for example, by allowing you to store items in an electronic shopping basket between visits. If you register with us or complete our online forms, we will use cookies to remember your details during your current visit, and any future visits provided the cookie was not deleted in the interim; and

## **DATA PROTECTION AND ACCESS TO YOUR INFORMATION**

Global Telemetrics Limited is the data controller for the purpose of the Data Protection Act 1998 (the "Act"). The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to help towards our costs in providing you with details of the information we hold about you.

## **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on our Site and, where we think it's appropriate, notified to you by e-mail.

## **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [customerservices@globaltelemetrics.eu](mailto:customerservices@globaltelemetrics.eu). We can also be contacted at the following address: Global Telemetrics Limited, Telemetrics House, Old Station Close, Coalville, Leicestershire LE67 3FH.