



# Privacy Policy

## What information do we collect?

We collect information from you when you fill out a quote, call back, testimonial or contact form.

When requesting a quote, call back, testimonial or contact us form via our site, you may be asked to enter your: name, e-mail address, location and or phone number.

## What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience. Your information helps us to better respond to your individual needs.
- To improve our website. We continually strive to improve our website offerings based on the information and feedback we receive from you.
- To improve customer service. Your information helps us to more effectively respond to your customer service requests and support needs.
- To produce a quote. Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the quote or service requested.
- To administer a contest, promotion, survey or other site feature.
- To send periodic emails. The email address you provide for quote processing, may be used to send you information and updates pertaining to your quote, in addition to receiving occasional company news, updates, related product or service information, etc.

[Please Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.]

## How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information.

**Do we use cookies?**

Yes; cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser. If you allow, you enable the site's or service provider's systems to recognise your browser and capture and remember certain information.

We use cookies to compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

**Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third-parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **Third Party Links**

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **Your Consent**

By using our site, you consent to this privacy policy.

### **Changes to our Privacy Policy**

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below.

This privacy policy was last modified on: 9<sup>th</sup> April 2024.

### **Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below:

Thortech International Ltd.,

Oceanus Suite,

Marine Village,

Penarth Road,

Cardiff, CF11 8TU.

Alternatively email: [info@thortech.co.uk](mailto:info@thortech.co.uk)

**This policy has been signed & approved by:**

Darren Jones

Managing Director

A handwritten signature in blue ink, appearing to read 'D Jones', with a long horizontal stroke extending from the bottom right.

**Review Date 01/04/2025**