



Punctureseal

Privacy Statement

Who we are

In this privacy policy references to “we”, “us” and “our” are to **Punctureseal (UK) Limited** (“Punctureseal”). References to “our Website” or “the Website” are to www.Punctureseal.com and m.punctureseal.com.

If you have questions or concerns regarding this statement, you should first contact the Operations Manager at support@Punctureseal.com or tel: +44 (0) 1428 656 554.

Effective date

This document is effective January 1st 2014.

What information we collect and how

We understand that using our services online, including making a purchase, involves a great deal of trust on your part. We recognise this trust, and take it very seriously. We make it our highest priority to ensure the security and confidentiality of the personally identifiable information ("PII") you provide us. (PII includes information that can be linked to a specific individual, such as name, address, phone number, or e-mail address).

The information we collect via the Website may include:

1. Any personal details you knowingly provide us with through forms and our email, such as name, address, telephone number etc.
2. In order to effectively process credit or debit card transactions it may be necessary for the bank or card processing agency to verify your personal details for authorisation outside the European Economic Area (EEA). Such information will not be transferred out of the EEA for any other purpose.
3. Your preferences and use of email updates, recorded by emails we send you (if you select to receive email updates on products and offers).
4. Your IP Address, this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the Website. This information is used to monitor your usage of the Website.
5. Data recorded by the Website which allows us to recognise you and your preferred settings, this saves you from re-entering information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject, or warn you before downloading cookies, information regarding this may be found in your browsers 'help' facility.



Punctureseal

We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account or request that we no longer use your information to provide you services contact us at support@Punctureseal.com. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

If you choose to use our referral service to tell a friend about our site, we will ask you for your friend's name and email address. We will automatically send your friend a one-time email inviting him or her to visit the site. Punctureseal stores this information for the sole purpose of sending this one-time email and tracking the success of our referral program. Your friend may contact us at support@Punctureseal.com to request that we remove this information from our database.

Use of Cookies

When you visit this Site, you can browse the Site and access important information without revealing your identity. In order to enhance individual customer experience on our Site, we use “cookies” to track your visit. A cookie is small amount of data that is transferred to your web browser by a Web server and can only be read by the server that gave it to you. It functions as your identification card, and enables Punctureseal to record your userid, password, and logon time and date. It cannot be executed as code or deliver viruses. Punctureseal does not use Spyware to track customer activity.

Most browsers are initially set to accept cookies. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. (For some Web pages that require an authorization, cookies are not optional. Users choosing not to accept cookies will probably not be able to access those pages).

While Punctureseal uses cookies to track your visit to Punctureseal, and our Web servers automatically log the IP/Internet address of your computer, Punctureseal does not generally use this information to identify you personally. However, we will make use of this data, with your consent, if you require us to troubleshoot your account activity.

We do link the information we store in cookies to personally identifiable information you submit on the web site.

What we do with your information

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998 and other applicable laws of the UK and EU.

We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the Website and issuing our e-mails for us. Third parties will not be allowed to use your personal information for their own purposes.



Security

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

If you have any questions about security on our Web site, you can send email us at support@Punctureseal.com.

How we use your information

Punctureseal uses your PII only for the purpose of authenticating your identity, and to allow us to respond to your requests for service from us.

We only send information to you to service your account, for example to respond to your emails or phone calls, or if your account activity indicates that a service communication is required. We offer you the option to opt out of this process if you request it. We send a monthly statement by email which details your account activity, and offers news items covering new and enhanced aspects of our service. We also communicate with you if you choose to make a purchase with us, by sending invoices and statements by email or post. On rare occasions of below standard performance, we may email you to inform you. In all our communications, your privacy is important to us, and we will respect it.

Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by making the change on our member information page or by emailing our Customer Support at support@Punctureseal.com or by contacting us by telephone or postal mail at the contact information listed below. Punctureseal guarantees to respond to access requests within 30 days of the request.

Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Web site.

Who we share your information with

Punctureseal only share your PII with authorised partners in order to complete a transaction that you specifically request. Where it does share information, the absolute minimum information will be conveyed. Punctureseal insists that all partners maintain a privacy policy that complies with the privacy policy of Punctureseal

If Punctureseal is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Web site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

Punctureseal does not sell or rent your PII to anyone except as outlined in this privacy policy.

How you can control the use of your information

Punctureseal provides you with control over the collection and use of your PII, as well as the ability to update, correct, or remove any PII stored in your customer profile.

Protection of your information

To ensure the security of your PII, Punctureseal has adopted data security standards that include documented policies and procedures, and ongoing staff training

Marketing communications

Punctureseal only markets to customers once a month as part of a statement insert which is electronically emailed to customers. Customers are given the option to opt-in to this service at account registration. A link to opting-out is provided at the bottom of each monthly statement.

Customers can also contact us via email or telephone to request removal from these infrequent communications.

Bulletin Boards/ Chat Rooms

If you use a bulletin board or chat room on this site, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit in these forums. To request removal of your personal information from our blog or community forum, contact us

at support@Punctureseal.com In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

Your Rights

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact details including address to the following address:

Privacy Dept.
Punctureseal (UK) Limited,
Churchlands,
Kirdford,
Billingshurst,
West Sussex,
RH14 0LP,
UK.

Tel : +44 (0) 1428 656 554

Other Websites

This privacy policy only covers Punctureseal.com websites. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

Privacy Model disclosure

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage prior to the changes taking effect.