



Issue 2
Date: 21st January 2019

Norkem Privacy and Cookie Policy

The privacy of our users is of the utmost importance to us and we take care to safeguard it. This page describes our privacy and cookie policy, including the information that we might collect and how this is processed.

Norkem is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy and cookie policy.

Norkem may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 21.01.2019.

What information do we collect about you?

We collect information about you when you interact, correspond or enter into a transaction with us whether by telephone, by electronic mail or by submitting the information through our website We may collect the following information:

- Name and job title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to the products we supply.

What we do with the information we gather?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services and grow the business.
- We may periodically contact you by email, phone, fax or post about new products, which we think you may find interesting using the contact details which you have provided.



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Security

We are committed to ensuring that your information is secure. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

How we use cookies?

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. This information is used to track visitor use of the website and can be used to compile statistical reports on website activity. None of our cookies store personal information.

Overall, cookies can help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can set your browser not to accept cookies and this website tells you how to remove cookies from your browser. For further information visit www.aboutcookies.org.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over other websites. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.



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International transfers

We share your personal data within the Norkem Group. This will involve transferring your data outside the European Economic Area (EEA). Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we transfer data to those countries not on the EU Commission's list of countries or territories providing adequate protection, adequate safeguards will be put in place in a number of ways including using Model Contract Clauses, Binding Corporate Rules or Binding Corporate Rules for Processors (BCRs) or other contractual arrangements.

Controlling your personal information

You may choose to restrict the collection or use of your personal information;

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at privacy@norkem.com. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Under the [EU's General Data Protection Regulation \("GDPR"\) requirements](#);

- You have the right to withdraw your consent for us to process your information for any reason.
- You may request details of personal information that we hold about you.
- Ask for your personal data to be deleted.

If you would like a copy of the information held on you please email privacy@norkem.com. There will be no fee charged for this service.



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If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, at the above email address. We will promptly correct any information found to be incorrect.

For the purpose of writing to us, all contact details can be found on the website.

Signed: 

Date: 9.7.24

Alan Nicholson (Group Managing Director)

		SIGNATURE	DATE
Created By:	QHSE Manager		9.7.24
Approved By:	Group Finance Director		9/7/24