

## PRIVACY POLICY

UKV Solutions Ltd is committed to protecting your privacy. UKV Solutions Ltd seeks to provide a high level of protection for the personally identifiable information it collects and uses.

The purpose of this Privacy Policy is to inform you as to what information may be collected from you when you visit our website(s) ("the Site", "the Sites") or when you become a valued customer, how such information will be used by UKV Solutions Ltd and/or other persons or entities, with whom such information may be shared, your choices regarding the collection, use and distribution of such information, your ability to edit, update, correct or delete such information and the security procedures that we have implemented to protect your privacy.

### COLLECTION OF INFORMATION

At different occasions you may be asked for certain types of personally identifiable information (e.g., your first and last name, mailing address, city or town, county, post code, telephone number, email address, credit card number when purchasing goods from us, bank information in connection with charging, automatic deposit/debits (DDM's), etc.. We hope you will provide us with this information. However, if you do not want to disclose your personally identifiable information to us, please do not submit it. This does mean that in some cases we will not be able to provide you the service you have requested.

We may also collect non-personally identifiable information from you when you visit the Site (e.g., your IP address, browser type, domain name, etc.). This information is collected and analysed in the aggregate in order to improve the function and content of the website.

### USE OF INFORMATION

We use the information that is collected about you for a variety of purposes. You will be informed about these purposes at the time of collection. In general, however, we foresee the following uses:

- **Website visitors**

Information about you may be used to add you to our email subscription list, provide your name to UKV Solutions Ltd's Distributors or Personnel solely in connection with your expressed interest in our products or business opportunity, analyse trends and statistics, enhance the operation of the Site(s), serve content and advertisements and send informational and promotional materials about UKV Solutions Ltd and other companies.

- **Customers**

Information about customers will in addition be used to provide customer service, confirm and fulfil your orders, ship your orders, and administer payments and possible problems and disputes with dispatchers and other service providers. Information may be recorded regarding your insuring of our products when provided to you via a UKV Hire Agreement – this information will not be shared or passed on to any third party whatsoever.

### ONWARD TRANSFERS

We may employ vendors or carriers to perform functions on our behalf. Examples of such functions include fulfilling orders, delivering packages, email administrative functions, processing credit card payments, and providing customer service. These vendors or carriers are under a contractual obligation to use confidential data received from UKV Solutions Ltd only for purposes that fall within the functions for which they were hired.

We may disclose information that we collect about you when we have reason to believe that this is necessary to identify, contact or bring legal action against persons or entities which may be harming you, us or others. We may also disclose information when we believe the law requires it.

**Lineage Reports**, which includes information on Distributors in a Distributor's downline, including, but not limited to, name, address, identification number, telephone number, email address, fax number, level or rank, volume and sales statistics, are provided to Distributors in the strictest confidence and for the sole purpose of supporting our Distributors to further develop their UKV Solutions Ltd business.

**Lineage Reports**, including all data contained therein, constitute confidential, proprietary trade secrets of UKV Solutions Ltd. Distributors may not collect, distribute or gather confidential information or personal or aggregate information about other UKV Solutions Ltd Distributors or their customers, except in connection with the development of UKV Solutions Ltd's business and solely for the purpose of promoting their UKV Solutions Ltd business, and to manage, motivate and train UKV Solutions Ltd staff or Distributors. This requirement stands in Law and is further protected by the written agreement between UKV Solutions Ltd and each of our Distributors.

UKV Solutions Ltd will take reasonable measures to ensure that the information is kept in confidence.

## **SECURITY**

We take reasonable steps to ensure that the personal information we collect about you remains accurate, timely and secure. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure and while we strive to protect your personal information, we cannot guarantee or warrant its complete security. We shall not be responsible for harm that you or any person may suffer as a result of a breach of confidentiality in respect to your use of the Site or any information you transmit to the Site.

## **DATA INTEGRITY**

Personally-identifiable information will be kept in active files or systems as long as needed to meet the purposes for which it was collected or as required to perform the contractual relationship with the Distributor (if any) and the commercial relationship with the customer.

UKV Solutions Ltd will make reasonable efforts to ensure that the information is accurate and complete.

## **ACCESS OR CORRECTIONS TO YOUR INFORMATION**

If you identify any inaccuracy in your personal information, or if you need to make a change or would like to verify such information, please contact us so that we may update your information in our records or you may go online to one of UKV Solutions Ltd's websites and update your own information. Our contact information is set forth at the end of this Policy document. We will use commercially reasonable efforts to accommodate all such requests.

## **COMPLAINTS**

UKV Solutions Ltd takes privacy concerns seriously. If you believe that UKV Solutions Ltd has not complied with this Privacy Policy, you may write to the address below or call us. Please describe in as much detail as possible the ways in which you believe that the UKV Solutions Ltd Policy has not been complied with. We will investigate your complaint promptly. If you do not receive acknowledgment of your complaint, or your complaint is not satisfactorily addressed, you should contact UKV Solutions Ltd's Managing Director, who will serve as a liaison with UKV Solutions Ltd to resolve your concerns. Contact details for the Office of the Managing Director are as follows: UKV Solutions Ltd, Fort Bridgewood, Maidstone Road, Rochester, Kent, ME1 3DQ or email: [privacy@ukvsolutions.co.uk](mailto:privacy@ukvsolutions.co.uk).

## **PROTECTION OF CHILDREN**

The Site is a general audience web site that is not specifically designed or targeted at children. We do not knowingly collect, use or disseminate any personally identifiable information from children under the age of 16. If, however, we become aware that personally identifiable information regarding a child under the age of 16 has been collected at the Site, we will use such information for the sole purpose of contacting a parent or guardian of the child to obtain verifiable parental consent. If we cannot obtain consent after a reasonable period of time, or if when contacted a parent or guardian requests that we do not use or maintain such information, we will make reasonable efforts to delete it from our records. Upon request by a parent or guardian, UKV Solutions Ltd will provide a description of the specific types of personal information collected from a child who is under the age of 16.

## **COOKIES**

UKV Solutions Ltd may use browser cookies on this website to keep track of your visit. A "cookie" is a small amount of data that is sent from a Web server to your browser and stored on your computer's hard drive. Use of cookies may allow UKV Solutions Ltd to provide a higher quality, more relevant, customer experience. Use of cookies may also allow us to automate entry into password protected portions of our website so that you will not need to re-enter your password each time you visit our Site. We may also use cookies to track which areas of our website are most popular with our users. With most Internet Browsers, however, you can erase cookies from your computer hard drive, block all cookies, or receive a warning

before a cookie is stored on your computer. Please refer to your browser instructions or a help screen to learn more about these functions and how to use them. Please be advised that certain sections or functions of our website may be inaccessible to you if your browser does not accept cookies.

### **INFORMATION GATHERED FROM WEBFORMS**

Any information provided by a user is used to communicate directly with that user and is never shared outside of UKV Solutions Ltd and our Distributors or where required for an authorised financial proposal or purpose. The data is stored securely. Users may request to no longer be contacted and we will honour any such requests. In addition, users have a clear option to unsubscribe from any email communications and we will honour any such requests.

### **USE OF WEB BEACONS**

When we send you emails, we may include a web beacon to allow us to determine the number of people who open our emails. When you click on a link in an email, we may record this individual response to allow us to customise our offerings to you. Web beacons collect only limited information, such as a cookie identifier, time and date of a page being viewed, and a description of the page on which the Web Beacon resides (the URL). Web Beacons can be refused when delivered via email. If you do not wish to allow Web Beacons via email, you will need to disable HTML images or refuse HTML (select Text only) emails via your email software.

### **THIRD PARTY LINKS**

The Site may contain links to web sites operated and maintained by third parties over which we have absolutely no control. Any information you provide to third party websites will be governed under the terms of each websites' privacy policy and we encourage you to investigate and ask questions before disclosing any information to the operators of third party websites. We have no responsibility or liability whatsoever for the content, actions or policies of third party websites. The inclusion of third party websites on our Site in no way constitutes an endorsement of such websites' content, actions or policies.

### **COMPLIANCE WITH LAW**

UKV Solutions Ltd complies with all applicable privacy laws and regulations. We may be compelled to surrender personal user or customer information to legal authorities without expressed user consent if presented with a court or similar legal order, or as required or permitted by the laws, rules and regulations of any nation, state or other applicable jurisdiction. In the event of a violation of the terms and conditions of usage of this website or a violation of any restrictions on usage of materials provided in or through this website, we may disclose personal user information to our affected business partners or legal authorities.

### **MODIFICATIONS TO POLICY**

This Privacy Policy is effective as of 23<sup>rd</sup> May 2013. UKV Solutions Ltd reserves the right to change this Privacy Policy at any time. Any changes to this Policy will be effective immediately upon notice, which may be provided to you via e-mail or by posting the latest version on our Site. Your subsequent use of the Site be deemed acceptance of such changes. Be sure to review this Privacy Policy periodically to ensure familiarity with its most current version. You can easily confirm whether any revisions have been posted since your last visit by checking the date on which the Policy was last revised, which is set forth at the bottom of this Policy. If you object to such changes, we will honour our prior privacy policies as to any data previously collected. If you disagree with the changes in our policy, however, please do not use the Site after the posting of such changes online. By using the Site following the posting of changes to this Privacy Policy, you agree to all such changes.

### **QUESTIONS OR COMMENTS OR TO CONTACT US**

If you have questions or comments about this Privacy Policy, or you wish to access or make changes to information we have about you, please call Distributor Relations at 01634 304444 or contact us at: UKV Solutions Ltd, Fort Bridgewood, Maidstone Road, Rochester, Kent, ME1 3DQ or email: [privacy@ukvsolutions.co.uk](mailto:privacy@ukvsolutions.co.uk).