



PRIVACY POLICY

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

We will not share your personal information for marketing or any other purposes without your consent unless where required by law. We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.

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 UK Vending 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.

Information we may collect about you

We may collect information about you from a variety of sources.

We collect information from you:

- when you make an order or use our websites;
- when you request a brochure from us;
- when signing up to email updates;
- when you enter competitions, promotions or respond to surveys;
- when you use our website, your information (including personal data) may be collected as you fill in the required fields. If you do not complete your booking or transaction we may contact you to offer our assistance in case you are experiencing difficulties with our website. This is an optional service and you can choose to opt-out from receiving our communications at any time, by asking us not to contact you.
- when you contact us for any purpose;
- when you call our Customer Centre; telephone calls may be recorded and monitored for the purposes of improving customer service, quality assurance, training, security and general business purposes.

Information we collect from other sources:

In order to keep our customers information up to date as much as possible and the offers we make as relevant as possible, we may supplement it with information from other sources.

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.

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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:

- to carry out our obligations to you arising out of any contracts entered into between you and us, or between you and a third party supplier;
- when making a booking, to perform any of the following activities: accounting, billing and audit, credit or other payment card verification, immigration and customs control, security and general administration;
- to communicate with you regarding your booking or any other activity;
- to contact you with administrative or service messages, even where you have told us you do not wish to receive direct marketing;
- for direct marketing (please refer to the Marketing section below)
- for customer profiling, research, analysis and activities or with other sources who may have your consent to share your personal information with us;
- to ensure that the content from our websites are presented in the effective manner for you and for your device;
- to allow you to participate in interactive features of our service, when you choose to do so;
- for accounting and audit purposes, as well as system testing, development and maintenance;
- to notify you about changes to our service;
- to monitor and improve the quality of our service and products;
- for managing complaints or disputes;
- for the prevention and detection of crime;
- for debt collection or credit vetting
- processing or disclosure of your information outside the UK / EEA, where required;

- Website visitors

Information about you may be used to add you to our email subscription list, provide your name to UK Vending 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 UK Vending 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.

If you have provided us with sensitive personal data, you are giving your explicit consent for UK Vending Ltd to collect, process, disclose, transfer or store it so we can fulfil your requirements. Your sensitive personal data will not be disclosed to third parties (except to the extent and the purpose that UK Vending Ltd may be required to do so by law, enactment, safety reason, or for the fulfilment of this contract between us in order to satisfy your requirements). If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we cannot provide your order or service. In dealing with UK Vending Ltd, you consent to this information being passed on to the relevant persons. You are responsible for ensuring that other members of your party are aware of our privacy policy.

UK Vending Ltd may collate and link together the personal information that is has collected from you with any information that it has collected about you from any other sources.



Information Sharing

In order to process your order/service we may pass the information on to the relevant suppliers to fulfil your order/service.

Your information (including sensitive personal data) may be processed by a third party that we have engaged to carry out work on our behalf, called a data processor. Our data processors are carefully selected and screened to ensure the protection of your security and privacy and they are only permitted to use the information in accordance with our instructions.

Your information may be disclosed to any successors of our business, in the event of a re-organisation, merger or sale, for them to use for the purposes as set out in this Privacy policy

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 UK Vending 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 UK Vending Ltd business.

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

UK Vending 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 UK Vending Ltd's websites and update your own information. Our contact information is

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set forth at the end of this Policy document. We will use commercially reasonable efforts to accommodate all such requests.

COMPLAINTS

UK Vending Ltd takes privacy concerns seriously. If you believe that UK Vending 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 UK Vending 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 UK Vending Ltd's Managing Director, who will serve as a liaison with UK Vending Ltd to resolve your concerns. Contact details for the Office of the Managing Director are as follows: UK Vending Ltd, Fort Bridgewood, Maidstone Road, Rochester, Kent, ME1 3DQ or email: privacy@ukvending.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, UK Vending Ltd will provide a description of the specific types of personal information collected from a child who is under the age of 16.

COOKIES

UK Vending 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 UK Vending 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 UK Vending 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

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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

UK Vending 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.

Direct Marketing Material

Your company/personal information may be used by us to contact you by post, phone (including via an automated dialling system), e-mail or electronic messaging services with information about products and services (including discounts and special offers) we think will be of interest to you. We may also use your information to keep you up to date about special offers and promotions via social media.

If you want to **change the consents** you have given to UK Vending Ltd, you can do this at any time by contacting us directly at either of the following:

- By Email to: info@ukvending.co.uk
- By Post to: Customer Services, UK Vending Ltd, Fort Bridgewood, Maidstone Road, Rochester, Kent, ME1 3DQ
- By Phone on: 01634 304444

Whichever way you contact us, Please provide the following information:

- Company Account Number
- Full Name - Title, First name + Surname
- Full address including postcode
- Full email address
- Request details

We will endeavour to update your record as soon as we possibly can. Of course, if you tell us that you do not wish to receive marketing, you may still receive transactional and service based communications confirming and servicing any bookings you make with us.

You have the right to ask us for a copy of your information (data subject access request) for which we may charge a fee. Any request should be addressed to Customer Services, UK Vending Ltd, Fort Bridgewood, Maidstone Road, Rochester, Kent, ME1 3DQ

If you believe that any of your personal information that is held or being processed by us is incorrect then please write to us immediately as we cannot be responsible for any problems that may arise due to inaccurate information that you have provided us with.

We cannot accept responsibility for any issues concerning your data collected by websites that are not directly under our control. Please also be aware that individual organisations operate their own policies regarding the use and sale of personal information and the use of cookies. If you have a concern regarding the way your personal information will be used on other sites then you are advised to read the relevant privacy statement.

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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: UK Vending Ltd, Fort Bridgewood, Maidstone Road, Rochester, Kent, ME1 3DQ or email: privacy@ukvending.co.uk.



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