

# Privacy Policy

## 1. YOUR PRIVACY

[www.loveweber.co.uk](http://www.loveweber.co.uk) (the "Website") is owned by Weber, a trading name for Saint-Gobain Weber Limited, a company registered in England & Wales under company number 02544294 and with its registered office at Dickens House, Maulden Road, Flitwick, Bedford, MK45 5BY ("Weber").

Weber is committed to protecting your privacy. This policy (together with the [Website Terms of Use](#) and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. We use the information we collect about you to provide you with sales information and a more personalised visiting experience. This privacy statement does not affect your rights under the Data Protection Act 1998.

If you have any queries or comments about this privacy policy please contact us at [loveweber@netweber.co.uk](mailto:loveweber@netweber.co.uk)

This privacy policy tells you:-

- What personal data of yours is collected by Weber;
- With whom Weber may share information;
- Our security procedures to protect against loss, misuse, or alteration of information under our control;
- Your rights in connection with your personal data;
- How you can obtain a copy of the personal data we hold about you; and
- How you can correct any errors in and update the information we hold on you.

Please read this policy carefully before using the Website as by providing your personal details to us you consent to its use in accordance with its terms. If you do not wish for us to process your personal information in the manners described in this privacy policy please do not submit your information to us.

## 2. THE INFORMATION WE COLLECT AND HOW WE USE IT

We may collect and process the following data about you:

- Information that you provide by filling in forms on the Website. This includes information provided at the time of registering to use the Website, subscribing to our service, posting material or requesting further services. We may also ask you for information when you report a problem with the Website. When you enter an on-line contest or promotional feature, we may ask you for your name, address, telephone and fax number and e-mail address so we can administer the contest or promotion and notify winners. Each promotion will be subject to its own terms and conditions but this privacy statement will cover each promotion.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of transactions you carry out through the Website.
- Details of your visits to the Website including, but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access.

We use the information we collect about you to personalise your Website visit. If you choose to provide any information via the Website, we may store information provided for use in connection with this Website and our business administration, marketing, analysis and risk assessment. This data may be aggregated with other data stored by us for similar purposes.

The Website is managed by Indigo River Creative Limited, a company registered under company number 3933385 with its registered office at School House, St. Philips Court, Church Hill, Coleshill, Birmingham, B46 3AD. You acknowledge and agree that Weber will grant Indigo River Creative Limited access to the personal data we collect in order to enable them to manage the Website.

We may send your information internationally (occasionally including to countries outside the European Economic Area). Other countries may not offer the same level of protection of your information, however, we will endeavour to ensure that your data is not sent to anyone outside the European Economic Area who does not have adequate protection in place. If you would like further details in relation to the countries where your personal data may be transferred, please contact us at [loveweber@netweber.co.uk](mailto:loveweber@netweber.co.uk).

We may also use the information we collect about you to notify you of important functionality changes to the Website. Weber is committed to providing you with information, products and services which you require and as a valued customer we would like to keep you informed about new product launches, branch developments, new services, newsletters and bulletins and special promotions we think you will find interesting. We may also share your personal data with other companies in our group so they can use it for the same purposes. By disclosing your personal data to us and clicking the "submit" button you consent to us processing your personal data in this way. You may withdraw your consent at anytime by contracting us at [loveweber@netweber.co.uk](mailto:loveweber@netweber.co.uk)

From time to time, this site may include links to other websites. We may not be operating the linked sites and we do not endorse the contents, views or products of linked sites. We do not accept any responsibility for use of such linked sites. You are advised to use linked sites with caution and with due regard to any terms of use on those sites. If you transfer to other sites by using a link from our site to theirs we may receive aggregate or otherwise anonymous statistical information about your trip to these sites. We treat this information with the same care as we treat other information that you entrust to us but Weber is not responsible for the privacy policies or content of such websites and we advise that you consult the privacy policy displayed on such sites.

We or third parties with whom we have shared your information may contact you by post, email, telephone or facsimile (depending on the information you have provided). By providing us with your details you consent to us and such third parties contacting you by fax, email, SMS, post and telephone for direct marketing purposes. As above, you may withdraw your consent at any time by contacting us at [loveweber@netweber.co.uk](mailto:loveweber@netweber.co.uk). We do respect your privacy and we would like to ensure that we are complying with your wishes in how we contact you.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data or ensure that you do not supply certain information such as email addresses or fax numbers.

For training purposes, some telephone calls may be monitored and recorded.

### **3. YOUR RIGHTS**

You may request copies of the data we hold about you. Please send such requests to: [loveweber@netweber.co.uk](mailto:loveweber@netweber.co.uk). Any access request may be subject to a fee of £10 to meet Weber's costs in providing you with details of the information we hold about you.

### **4. WHO HOLDS THE DATA WE COLLECT?**

We have a relationship with a company called Indigo River Creative Limited, a company registered under company number 3933385 with its registered office at School House, St. Philips Court, Church Hill, Coleshill, Birmingham, B46 3AD who holds data on our behalf. We will take steps to ensure that Indigo River Creative Limited has suitable precautions in place to prevent unauthorised or accidental access to or erasure of any of your data which it holds. Where we have given you (or where you have chosen) a password which enables you to access certain parts of the Website, you are responsible for keeping this password confidential.

We will hold the data we collect for a reasonable period of time and we will take precautions to prevent unauthorised or accidental access to or erasure of any of your data which we may hold.

### **5. WE PROTECT YOUR INFORMATION**

Weber is committed to the security of customer information and personal data. We take all such precautions to protect all of the customer data we have collected as you would expect of a prudent and responsible organisation. We use encryption, authentication, data integrity, secure socket layer and digital certificates for the transfer of account information and we have measures in place such as

password protection to protect our customer database and access to this database is also restricted internally to prevent unauthorised or accidental access to data. However, unfortunately the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the Website; any transmission is at your own risk.

Weber takes precautions with customer information and personal data, however, except in the case of death or personal injury resulting from our negligence or from our fraudulent misrepresentation, we do not accept responsibility for or any liability resulting from any security breaches which may occur.

## **6. WE USE COOKIES**

We personalise your Website experience by using cookies. "Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. Cookies contain information that is transferred to your computer's hard drive. We use cookies solely to improve the functionality of this site for your benefit and for no other purpose. For example, cookies may be used to save your password for each session so you do not need to enter it each time you visit. Our cookies do not contain any personally identifying information, but they do enable us to provide features such as personalised web pages. We also use cookies to monitor customer traffic patterns browser type, operating system, internet domain, demographic and profile data, and site usage to help us develop the design and layout of the Website.

Most web browsers automatically accept cookies, but if you do not wish to accept cookies, you can configure your web browser to reject them. This may hinder functionality of the site, but you can still use most of the features on our site. For more information about "Cookies", please see the Interactive Advertising Bureau's website <http://allaboutcookies.org>.

## **7. WE MAY DISCLOSE YOUR INFORMATION TO OUTSIDE PARTIES**

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Weber or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our [terms of use](#) and other agreements; or to protect the rights, property, or safety of Weber, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Weber does not sell, trade, or rent your personal information however we may choose to do so with trustworthy third parties in the future. We may also share your personal information with third party suppliers in order to enable you to redeem any Reward Points that you have accumulated as part of the Weber Customer Reward Scheme. If you would rather we did not share your information please tell us not to by contacting [admin@weberrewards.co.uk](mailto:admin@weberrewards.co.uk) . If you use more than one email address to visit us, send this message from each email account you use.

Also, Weber may provide aggregate statistics about our customers, sales, browser type, operating system, internet, domain, demographic and profile data, traffic patterns, and related site information to reputable third parties but these statistics will not include personal data that would identify you.

As customer satisfaction is important to us, we may ask a third party research company to contact you by telephone, email, mailshot, fax or SMS for the sole purpose of gathering general information and specific information relating to Weber and its products and services. If you do not wish to be contacted in this way, please let us know by emailing us at [loveweber@netweber.co.uk](mailto:loveweber@netweber.co.uk)

Weber may release account information when we believe, in good faith, that such release is reasonably necessary to (i) comply with law, (ii) enforce or apply the terms of any of our user agreements or (iii) protect the rights, property or safety of our users, or others.

## **8. YOU MAY UPDATE OR CHANGE THE INFORMATION WE HAVE COLLECTED**

We endeavour to ensure that any data we store is accurate and up-to-date. It is important for you to let us know if you think that the data we have about you is outdated, inaccurate or incomplete.

You may remove, change or modify information from our database by:

- Email: [loveweber@netweber.co.uk](mailto:loveweber@netweber.co.uk).
- Post: Marketing Department, Dickens House, Maulden Road, Flitwick, Bedford, MK45 5BY  
(Please mark for the attention of Marketing Services)
- Fax: 01525 718988

For other questions related to updating or changing your account information, please use the details as shown above.

Requests will be processed within 20 working days of the request being received.

## **9. CHILDREN**

Weber is especially interested in protecting the safety and privacy of young people using our services. We do not intend to collect information about children and recommend that children under the age of 18 seek their parents' consent before giving out personal information or using our services. We may ask whether you have children but do not require you to provide any sensitive personal data about any children that you do have.

We recommend that parents participate on their child's behalf in on-line browsing and purchasing experiences and supervise exploration of the Internet. Parents should be aware that the Website may contain information or promote products which are not suitable for children under the age of 18.

## **10. YOUR OBLIGATIONS**

You shall comply with the Data Protection Act 1998 (including any subordinate legislation made under it) and any related legislation in relation to any personal information provided to us or held by or on behalf of you as a result of or in connection with or necessary for the use of our site.

## **11. CHANGES TO PRIVACY POLICY**

Any changes we may make to this privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

## **WEBSITE ACCEPTABLE USE POLICY**

This acceptable use policy sets out the terms between you and us under which you may access our website [www.weberrewardplus.co.uk](http://www.weberrewardplus.co.uk) (“**our site**”). This acceptable use policy applies to all users of, and visitors to, our site.

Your use of our site means that you accept, and agree to abide by, all the policies in this acceptable use policy, which supplement the [Website Terms of Use](#).

Our site is operated by Saint-Gobain Weber Limited, a company registered in England & Wales under company number 02544294 and with its registered office at Dickens House, Maulden Road, Flitwick, Bedford, MK45 5BY

### **PROHIBITED USES**

You may use our site only for lawful purposes. You may not use our site:

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards [**INSERT AS LINK TO CONTENT STANDARDS BELOW**].
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of our site in contravention of the provisions of our [terms of website use](#).
- Not to access without authority, interfere with, damage or disrupt:
  - any part of our site;
  - any equipment or network on which our site is stored;
  - any software used in the provision of our site; or
  - any equipment or network or software owned or used by any third party.

### **SUSPENSION AND TERMINATION**

We will determine, in our discretion, whether there has been a breach of this acceptable use policy through your use of our site. When a breach of this policy has occurred, we may take such action as we deem appropriate.

Failure to comply with this acceptable use policy constitutes a material breach of the [terms of use](#) upon which you are permitted to use our site, and may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use our site.
- Immediate, temporary or permanent removal of any posting or material uploaded by you to our site.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.
- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary.

We exclude liability for actions taken in response to breaches of this acceptable use policy. The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.

#### **CHANGES TO THE ACCEPTABLE USE POLICY**

We may revise this acceptable use policy at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we make, as they are legally binding on you. Some of the provisions contained in this acceptable use policy may also be superseded by provisions or notices published elsewhere on our site.