

PRIVACY POLICY - WEBSITE

We are committed to safeguarding the privacy of our business partners and website visitors; this policy sets out how we will treat your personal information.

This policy is divided into two parts:

- Part A includes basic information about Stera Group Limited;
- Part B is concerned with our use of personal data generally.

By using our website and agreeing to this policy, you consent to our use of your personal information in accordance with the terms of this policy.

PART A: Stera Group Limited

(1) Data controller(s)

Stera Group Limited is a data controller in respect of all the personal data collected on or in relation to our website.

Our data protection registration number is **ZA367168**

In addition, where you make a request for legal services and we pass your personal data to one of our law firm partners, that law firm partner will also be a data controller in respect of that data.

(2) Contact details

If you have any questions about this privacy policy or our treatment of your personal information, please write to us:

- by email to: info@steragroup.co.uk
- using our website contact form: www.steragroup.co.uk/contact
- by post to: Stera Group Limited, 20 Whitebarn Lane, Dagenham, Essex, RM10 9LH, UK.

PART B: PERSONAL DATA

(3) What information do we collect?

We may collect, store and use the following kinds of personal information:

- (a) information about your computer and about your visits to and use of our website (including your IP address, geographical location, browser type and version, operating system type and version, referral source, length of visit, page views, website navigation paths and service usage);
- (b) information relating to any transactions carried out between you and us on or in relation to our website, including information relating to any purchases you make of our services;
- (c) information that you provide to us for the purpose of registering with us;
- (e) information that you send to us in order to obtain a quotation for any of our services;
- (f) information that you provide to us for the purpose of subscribing to our website email notifications and/or newsletters;
- (g) information that you provide to us for the purpose of using our website-based and other services; and
- (h) any other information that you choose to send to us.

(4) Using your personal information

Personal information submitted to us will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to:

- (a) administer the website;
- (b) improve your browsing experience by personalising the website;
- (c) enable your use of the services available on the website;
- (d) supply to you services purchased via the website;
- (e) send statements and invoices to you, and collect payments from you;
- (f) send you general (non-marketing) commercial communications;
- (g) send you email notifications which you have requested;

(h) send to you our newsletter and other marketing communications relating to our business or the businesses of carefully-selected third parties which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);

(i) provide third parties with statistical information about our users – but this information will not be used to identify any individual user; and

(j) deal with enquiries and complaints made by or about you relating to the website.

Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

(5) Law firm partners

Where you make a request for legal services, we may pass that request and all the information associated with that request to one or more of our law firm partners.

Where we pass your personal data to one of our law firm partners, that law firm partner will be a data controller in respect of that data (in addition to us continuing to be a data controller in respect of that data).

(6) Other disclosures

We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose your personal information:

(a) to the extent that we are required to do so by law;

(b) in connection with any legal proceedings or prospective legal proceedings;

(c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);

(d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling; and

(e) to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

(7) Security of your personal information

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on paper-back support, in our secure Registry Room (secure lock and CCTV). All electronic financial transaction data associated with transactions you make on or in relation to our website will be encrypted using SSL technology.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password (except, of course, when you log in to the website).

(8) Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

We may from time to time also notify you of changes to our privacy policy by email.

(9) Your rights

You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to:

- (a) the payment of a fee (currently fixed at £10.00); and
- (b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

We may withhold such personal information to the extent permitted by law.

You may instruct us not to process your personal information for marketing purposes by sending an email to: info@steragroup.co.uk. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal information for marketing purposes.

(10) Third party websites

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

(11) Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

Stera Group Limited

20 Whitebarn Lane

Dagenham

Essex

RM10 9LH

Website: www.steragroup.co.uk

E-mail: info@steragroup.co.uk

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