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## Privacy Policy

### 1. Introduction

AVworx Ltd recognizes you may have questions about our collection, use and disclosure of personally identifiable information ("PII") you send to us at AVworx. We value our relationship with you and want to help keep your experience on our Sites secure, enjoyable, efficient and easy.

### 2. Contact

If you have any questions or comments about this Privacy Policy ("Policy"), please contact us at [admin@avworx.co.uk](mailto:admin@avworx.co.uk).

### 3. What we Collect

We only collect PII from you when you choose to provide it to us, so you can receive services from us.

PII is information that identifies you individually and consists of your name, business name, mailing address, phone number, email address, credit card number, your resume and financial information.

We also collect Non-Personal Information ("NPI") from you. NPI is information which cannot be easily used to personally identify you and includes, for example, the type of web browser you use to access our Site, the URL of the previous website you visited, clickstream patterns, your ISP, your operating system and your IP address.

PII and NPI are collectively referred to as "Information."

### 4. How we use the Information we Collect

PII may be used for our business purposes and in a manner consistent with this Policy. This use includes, but is not limited to, maintaining, evaluating and improving our sales, services to you, and our Site.

NPI is used to track your usage of the Site and other internal purposes, such as Site

maintenance, evaluation and user-experience.

## 5. Our Role as a Data Processor

In the provision of our various services, we act as a processor for the PII that you choose to provide to us.

## 6. Disclosure to Third Parties

We reserve the right to disclose any Information we collect to third parties we directly work with, such as service providers ("Authorized Representatives"). These third parties are our Authorized Representatives.

Note that disclosing PII, product or purchase information to Authorized Representatives is required for the purchase of a product or submitting and processing a repair request.

## 7. Access and Correction of PII

You may review and edit your PII at any time. If you are unable to make the change yourself, please contact us at [admin@avworx.co.uk](mailto:admin@avworx.co.uk). We may require that you validate your identity before any change is made.

## 8. Deletion of PII

You may submit a request to delete your PII at [admin@avworx.co.uk](mailto:admin@avworx.co.uk). Before updates are made through this means, appropriate validation of your identity will be made.

## 9. Protecting PII

We strive to maintain reasonable data security measures. However, no security measures are invulnerable to attack. We are not responsible for the security of your PII that you transmit to us over networks that we do not control, including, but not limited to, wireless networks.

## 10. Taking your PII

You may request that we provide you with the PII you have provided to us in a machine-readable data file in a standard format (such as 'csv'). If you would like to receive this file, please contact us at [admin@avworx.co.uk](mailto:admin@avworx.co.uk)

## 11. Disclosure to Successors

We may disclose Information to any successor-in-interest of ours, such as, but not limited to, a company that acquires us.

## 12. Disclosure to Unaffiliated Third Parties

We may disclose PII to prevent an emergency, to protect or enforce the rights of a third party, as required or permitted by law (including, but not limited to, compliance with a subpoena).

We do not disclose information to other unaffiliated third parties – we will never sell your PII to a third-party.

## 13. Length of PII Storage

We will keep your PII for as long as is necessary for the continued provision of services to you, or where we have a legitimate interest to continue doing so. For instance, your warranty information will be stored for the lifetime of the product you purchased from us.

## 14. Privacy Policy Changes

We reserve the right to modify, add or remove any terms and conditions in this Policy without prior notice or liability to you.

Any changes we make will be effective immediately following posting on the Site. If you are subscribed to our mailing list with a valid e-mail address, you will receive an announcement from us indicating an update to the Policy has been made.

## 15. Children's Privacy

Our Site and services are not intended for users younger than 13 years of age. Accordingly, we will not knowingly collect or use any PII from children that we know are under 13 years of age. In addition, we will delete any Information in our database that we know originates from a child under the age of 13.

## 16. Cookies and Other Technologies

We use cookies in this Site. The cookie settings on this Site are set to 'allow all cookies'.

If you continue using the website without changing these settings, you consent to the use of cookies. You can, however, change your browser settings at any time to control the use of cookies. For more information, please refer to your browser settings.

## 17. Data Controller and Contact Information

The data controller of this Site website is AVworx Ltd.  
You can contact us at:

7 Lambert Close, Wootton, Bedford  
Phone: 01234 304585  
E-mail: [admin@avworx.co.uk](mailto:admin@avworx.co.uk)

## 18. Data Protection Officer

For questions about your PII, or to lodge a complaint, contact:  
Information Systems Manager  
Phone: 01234 304585  
E-mail: [admin@avworx.co.uk](mailto:admin@avworx.co.uk)

## 19. Other Contact

If you have any general questions or concerns about this Site, or this Policy, please feel free to contact us at [admin@avworx.co.uk](mailto:admin@avworx.co.uk).

## 20. Revision History

Date of Change	Responsible	Summary of Change
May 2018	AVworx Security Officer	Updated and converted to new format