



## Privacy Policy

Twyver ("Twyver") is part of the VINCI Group of companies. All VINCI Group companies are committed to protecting your personal data. This privacy policy explains how we will use any personal information that we collect about you or when you use our website.

### **What information do we collect about you?**

We collect information about you when you place an order for products or services with Twyver. We may also collect information when you voluntarily complete customer surveys, provide feedback or participate in competitions. Website usage information is collected when using cookies.

Information could include name, email address and IP address.

### **How will we use the information about you?**

We collect information about you in order to process your order, manage your account or provide services. If you agree, we may email you about other products and services we think may be of interest to you.

Information collected from the website will be used to personalize your repeat visits to the website. If you agree, we may pass your information to our group companies so that they may offer you their products and services.

### **With whom will we share your personal data?**

Twyver will never share your information with third parties for marketing purposes outside the VINCI Group.

In processing your order, we may provide your name and email address only as strictly necessary to the providers of products and services in order to perform our obligations under the contract we have with you.

### **Legal basis**

The legal basis for collecting and using personal data will depend on the personal data concerned and the specific context in which we collect it.

Normally, we will collect personal data from you only where, and to the extent that, we need the personal data to perform a contract with you or where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms, or where we have your consent to do so.

## **International transfers of data**

Twyver, the VINCI Group and the providers with whom we do business, operate from all over the world. When you give us personal data, that data may be accessed or stored anywhere in the world.

However, we have taken appropriate safeguards to ensure that your personal data remains protected in accordance with this privacy policy and data protection laws and regulations. Such safeguards include contractual clauses with third parties. Further details can be provided upon request.

## **Marketing**

We would like to send you information about products and services of ours or our group companies which may be of interest to you. If you have consented to receive marketing communications, you are always free to opt out at a later date.

If you wish for us to stop contacting you for marketing purposes or giving your information to other VINCI Group Companies, please email [privacy@actemium.co.uk](mailto:privacy@actemium.co.uk).

## **Data retention**

Twyver will retain personal data we collect from you only for as long as necessary for the purposes for which the personal data was collected or where we have an ongoing legitimate business need to do so or to comply with applicable tax, legal or regulatory requirements. Even after your employment with Twyver has terminated, we will retain certain information in order to meet our obligations.

When we have no further reason to retain or process your personal data, we will either securely destroy, erase, delete or anonymise it. Where this is not possible because your personal data may be stored in backup archives, we will securely store your personal data and isolate it from any further processing until deletion is possible.

## **Access to your information**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of the personal information that we may have, please email [privacy@actemium.co.uk](mailto:privacy@actemium.co.uk) or write to us at Actemium UK Ltd – Privacy, 2050 The Crescent, Birmingham Business Park, Birmingham, B37 7YE.

## **Your rights**

In addition to access as stated above, you have the right to:

- Request that we rectify any incorrect personal data that we hold
- Request a copy of the personal data that we may hold about you



- Object to the processing of personal data
- Withdraw your consent if the processing is based on your consent
- If you believe that Twyver has not complied with your data protection rights you can make a complaint to the Information Commissioner's Office (ICO). For further details see <https://ico.org.uk>.

## **Security**

Twyver is committed to ensuring the integrity and confidentiality of the personal data that we hold. Physical, administrative and organizational security measures will be enacted to ensure that access to your personal data is restricted to personnel with a need to have access to it.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information about cookies, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.com](http://www.allaboutcookies.com).

You can set your browser to not accept cookies and the above websites will provide more detail on how to remove cookies from your browser. Note that not all features of our website may function as a result of disabling cookies.

## **Other websites**

Our website may contain links to third party websites. Note that this privacy policy only applies to this website to please read the privacy policies of any third party websites that you visit.

## **Changes to our Privacy Policy**

Twyver reserves the right to amend or vary this policy from time to time to reflect evolving legal, regulatory or business practices. We keep our privacy policy under regular reviews and any updates shall be placed on this website. This privacy policy was last updated on 24<sup>th</sup> April 2018.

## **How to contact us**

You can contact us at any time if you have questions or concerns about this privacy policy or any personal information we may hold about you:

By email to [privacy@actemium.co.uk](mailto:privacy@actemium.co.uk)

Or write to us at Actemium UK – Privacy, 2050 The Crescent, Birmingham Business Park, Birmingham, B37 7YE.