



Privacy and Cookie Policy – 30-Apr-2021.

Privacy Policy and Cookie Policy

Productive Innovations Limited ("us", "we", or "our") operates the website service from <https://www.ProductiveInnovations.co.uk> (the "Service") is the controller and responsible for your personal data.

This page you are reading now, informs you of our policies regarding the collection, use and disclosure of Personal Information when you use our Service.

We will not use or share your information with anyone except as described in this Privacy Policy.

We use your Personal Information for providing and improving the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as described in our Terms and Conditions of Business. This is accessible at <https://www.ProductiveInnovations.co.uk/Policies>.

Information Collection and Use

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

- Full name and personal details including contact information (billing and shipping address, email, work and mobile numbers, business name and industry).
- Payment preference: we use a third party to transact card payments; we do not store card details in any way.
- Records of products and services you have had a quote or order for, and buying behaviours whether online or through our customer service team.

We will tell you if providing of some information is optional or mandatory. In other cases, you must provide this information in line with our Terms and Conditions of contract. If you do not supply certain information then we may not be able to process your orders.

Telephone Call Recording

We may record telephone calls with our customers for training and quality purposes. Call recordings are stored for a period of 10 days only. Customers can at any point request that a call is not recorded at which point the recording will be stopped by us. These recordings are not passed onto any 3rd party and access to the recordings is restricted to members of our staff only.

Logged Data

We collect information that your browser sends whenever you visit our Service. This ("Logged Data") may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version and the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this type of information in order to increase our Service's functionality. These third-party service providers each have their own privacy policies addressing how they use such information.

Cookies

Cookies are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

We use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

The cookie domains currently used on ProductiveInnovations.co.uk are:

ProductiveInnovations.co.uk

Google

HubSpot

WIX

Service Providers and sharing of personal data

We may employ selected third-party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties may have access to your Personal Information. Such information shall only be used to perform these tasks on our behalf in accordance with our instructions and they are obligated not to disclose or use it for any other purpose. These third parties include (but are not limited to):

- Companies who help us provide our products and services such as our ERP system and website
- Legal and professional advisers including auditors
- Fraud prevention bodies, credit agencies and other organisations that perform checks
- Financial payment service providers
- Regulatory authorities

We may also share your Personal Information with government bodies such as HMRC and Courts in order to comply with legal obligations or for the purposes of our legitimate interests.

Compliance with Laws

We will disclose your Personal Information where required to do so by law or in accordance with an order of a court of competent jurisdiction, or if we believe that such action is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our Service.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable

means to protect your Personal Information, we cannot guarantee its absolute security. As such we make no warranties as to the level of security afforded to your data, except that we will always act in accordance with the relevant UK and EU legislation.

International Transfer

Your information, including Personal Information, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside United Kingdom and choose to provide information to us, please note that we transfer the information, including Personal Information, to United Kingdom and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Whenever we transfer your personal data out of the UK/EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented: -

- We may transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the UK/EEA and the US.

In the event that a dispute arises with regards to the international transfer of data, you agree that the following court shall have exclusive jurisdiction over the matter: -

Warwick Combined Court
Warwickshire Justice Centre
Newbold Terrace, Leamington Spa.
CV32 4EL. England. U.K.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from those under 18 years of age. If you are a parent or guardian and you are aware that your Children has provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from a children under the age of 18 without verification of parental consent, we take necessary steps to remove that information from our servers when advised.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by updating this document with the new Privacy Policy which will be made available on our website

<https://ProductiveInnovations.co.uk/Policies>.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted to our website.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

Jurisdiction

This Policy shall be governed and construed in accordance with the laws of England and Wales, without regard to its conflict of law provisions.

In the event that a dispute arises, you agree that the following court shall have exclusive jurisdiction over the matter: -

Warwick Combined Court
Warwickshire Justice Centre
Newbold Terrace, Leamington Spa
CV32 4EL. England. U.K.

Using your personal data

We will process your personal data to perform our contract with you: -

1. To enable us to fulfil requirements of the order or service
2. To contact you relating to any order that has been placed with us
3. To update our records

We will use the data as necessary for our own legitimate interests: -

4. For managing and auditing purposes of our organisation
5. To monitor emails, calls and communications on your account for training purposes
6. For market research
7. To send marketing communications to keep you updated on products and/or services that will be of interest to you and your company.

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us

As necessary to comply with legal obligation: -

8. When you make requests to access information
9. In compliance with legal and regulatory requirements
10. For activities relating to criminal investigations
11. To verify your identity, make credit, anti-money laundering checks and fraud prevention

Based on your consent: -

12. To send marketing communications when we've asked for your consent to do so or when we are otherwise legally permitted to do so. You are able to unsubscribe or withdraw your consent at any time. To update your marketing preferences please use this link: - [click here](#)

Storage of data

Data is stored on our computerised systems which only employees and certain service providers may have access to. If an order is placed with us, that data is stored indefinitely. We need to store data indefinitely because of the nature of our industry and the occasional requirement to carry out product safety recalls.

Credit reference checks -

If you are eligible and choose to open an account with us, we may need to do a credit check. This will require some personal data to be supplied to a credit check agency to carry out this check. Any information obtained may be stored on our computerised systems.

Your rights under Data protection law

Under certain circumstances you may have rights in relation to your personal data, as set out below. If you wish to exercise any of the rights set out below, please write to us using the contact details at the end of this policy. We may not have to comply with your request but we would explain why if we believe we are entitled to refuse.

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with

local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. Where our systems allow, we will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to information which is processed by automated means. We do not envisage that our current technology would allow us to respond to such a request.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

No fee usually required to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you specific information to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond. We try to respond to all legitimate requests within one month, 31 calendar days. Occasionally it may take us longer than this if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Contact Us if you have any questions about this Privacy Policy, including any requests to exercise your legal rights, please contact us using the following email address: info@ProductiveInnovations.co.uk

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