

## Privacy Policy

This website <https://harley.triosfm.com> (**website**) and the services available through it are operated by Trios Facilities Limited, company number 08646246 of Deepmore Mill Farm Deepmore Lane, Straight Mile, Calf Heath, WV10 7DL, Staffordshire, England (**we, us or our** as the context requires). We are committed to protecting and respecting your privacy and will at all times comply with the Data Protection Act 1998 (**Act**).

This policy (together with our terms of use which are available upon request, and any other documents referred to in it) sets out the basis on which we will process any personal data that we collect from you, or that you provide to us.

Please read the following carefully to understand how we will treat your personal information. By visiting the website and using the Clearview software (**Software**) you are accepting and consenting to the practices described in this policy.

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

### 1. Information that we may Collect from You

We may collect, use and store the following information about you:

- information that you provide to us:
  - by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise
  - in connection with your use (as an authorised user) of the Software as a service via the website;
  - in connection with your use of the Software to requisition maintenance services from a member of our Group or a third party provider; and
  - when you report a problem with our website.

The information you give us may include your name, address, e-mail address and phone number or any other information disclosed in the normal course of using this website, including the IP Address of the computer you are using.

- information about you stored in any document or materials that you upload through the Software;
- information about you that we receive in connection with your use of any other website operated by us (or a 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 (**Group**) or the other services that we provide; and
- information about you that we might obtain through working closely with third parties (such as maintenance service providers, business partners, sub-contractors in technical, payment and delivery services, analytics providers) and may receive information about you from them.

From time to time we may also collect information from you about your colleagues, business associates or other third parties in connection with your use of the Software (including individuals whose assistance is required in the provision of maintenance services) or contained in any documents or materials that you upload through the Software. You warrant that you are authorised to provide us with their personal information, and are responsible for bringing this privacy policy to their attention.

### 2. Uses made of your Information

We use information that we hold about you in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products, and services that you request from us (including access to the Software);
- to requisition any maintenance services on your behalf (where applicable);
- to notify you about changes to our website, or our Software or services;
- to ensure that content from our website is presented in the most effective manner for you and for your computer.

We may from time to time use your information (and share this with members of our Group):

- to provide you with information about other products and services we offer that are similar to those that you have already purchased or enquired about; or
- to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you.

### 3. Disclosure of your Information

We may share your personal information from time to time with any member of our Group. We may share also your information with selected third parties including:

- our data centre operator and third parties engaged by us in the provision of the Software as a service;
- maintenance service providers for the performance of any maintenance services requisitioned by you (or by us on your behalf) through the Software;
- other business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you; and

- analytics and search engine providers that assist us in the improvement and optimisation of our website.

We may also 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 [Trios Facilities Limited] 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; or
- 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 and conditions of Software as a Service (provided separately) or End User Licence Agreement and Acceptable Use Policy (provided separately) or any other agreement between you and us; or to protect the rights, property, or safety of Trios facilities Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

#### **4. Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

#### **5. Technical Information**

With regard to each of your visits to our website we may automatically collect:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

We may use this information to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; to improve our website to ensure that content is presented in the most effective manner for you and for your computer; or as part of our efforts to keep our website safe and secure.

#### **6. Where We Store Your Personal Data**

All information you provide to us is stored on our secure servers located in the European Economic Area (EEA). Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

From time to time, the information that we collect from you may be transferred to, and stored at, a destination outside the EEA. It may also be processed by staff who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, fulfilment of your order for maintenance services requisitioned through the Software, or the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **7. Your Rights**

You have the right to ask us not to process your personal data for marketing purposes by checking certain boxes on the forms we use to collect your data or by contacting us at [clearview@triosfm.com](mailto:clearview@triosfm.com).

The Act also gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

#### **8. Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [clearview@triosfm.com](mailto:clearview@triosfm.com).