

Policy:	Privacy Statement
Reviewed by:	ISMS Manager
Review Date:	October 2025
Version:	3.2

Privacy Statement

1. Contact Details

Any questions relating to our Privacy Policy or use of the Xeretec Office Systems Ltd website should be addressed to our ISMS Manager by email (gdpr@xeretec.co.uk) or phone us on 0118 977 0123. Xeretec Office Systems Ltd, referred to in this policy as "Xeretec", "we", "us" or "our", is pleased to provide information to all of our website visitors, partners and clients about our privacy policy. If you have any questions, please contact us.

2. Our commitment to privacy

Xeretec is committed to protecting the privacy of our website visitors. We strive to provide a safe, secure user experience. This Privacy Policy explains how we will use any personal data which you provide through this website. This Privacy Policy applies solely to the information we collect on this website and does not apply to information we collect in any other fashion. For a statement about Data Privacy in general and Xeretec's statement of compliance to UK GDPR, please refer to our UK GDPR FAQ on our website.

Xeretec will never sell your personal information or pass it on to other organisations without your explicit consent.

Your data will not be sent outside of the European Economic Area (EEA).

3. What Information do we collect about you?

For visitors who browse our web site and don't enter information, the only data we capture is your source Internet Protocol (IP) address and a record of page visits in our web server logs. In some cases, an IP address can be unique to an individual and therefore regarded as personally identifying.

If you complete the Contact Us (Get in Touch) Form, you will be asked to provide a minimal amount of personal data to enable us to get in touch with you. The following personal data attributes are collected along with details about how you heard about us and the nature of your enquiry:

- Your first Name
- Your Last Name
- Your Company Name
- Your email address
- Your postcode (optional)
- Your phone number (optional)

Xeretec does not collect any credit or debit card information or any sensitive data that is regarded as Special Category under UK GDPR.

Your preferred contact medium and an option to opt in to receiving marketing email from us are also captured.

All pages on the website have a standard footer page, where a user can enter their email address to sign up to receive our newsletter.



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4. How will your information be used?

If you complete the contact form, we will capture the details you gave us into our Customer Relationship Management (CRM) system and initiate a contact with you using your preferred channel (email or telephone).

If you supply us with your postal address on-line, you may receive periodic mailings from Xeretec with information on new products and services or upcoming events. If you do not wish to receive such mailings, please contact us.

If you sign up for our newsletter, your email address will be added to a mailing list and you will receive newsletters from us.

For all visitors, including casual users who browse the site and don't enter any personal information, a brief history of your IP address and the pages you visited will be retained for a short period in our web server logs.

5. What is our legal basis for processing your data?

By providing your data, you are giving consent for it to be held and processed on the basis described in the Privacy statement.

If, on the basis of subsequent contact you or your organisation enter into an agreement with us, then the contract or agreement will form the lawful basis for our ongoing processing of your data.

6. Who receives your information?

Your information will be passed to the most appropriate department within Xeretec companies depending on the nature of your enquiry. We work with selected 3rd party partners and agencies where relevant to support our marketing programmes. All selected partners will only have access to personal information if it is demonstrably needed to perform such functions and will only be permitted by us to use personal information to perform that function (which may include one to which you have expressly given your consent) and not for any other purpose.

We will never pass your personal data to anyone outside of Xeretec and our contracted partners without your explicit permission, except under the following exceptional conditions

- a. To conform to legal requirements or comply with legal process under UK or EU law
- b. when demanded by a regulatory authority,
- c. if we believe in good faith that such action is necessary to:
 - i. protect the rights or property of Xeretec or other Xeretec companies;
 - ii. prevent a crime or protect national security;
 - iii. protect the personal safety of website users or the public

7. Where is your information stored and how is it kept secure?

Your information will be held on internal and partner systems hosted in the EU. Xeretec and our partners have robust technical controls and policies to protect the privacy and integrity of the information we collect online.



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8. How long will information about me be held?

If when we make contact, you decide that you don't want to hear from us in future then we will remove your personal information from our systems.

If we fail to make contact, or we don't get a response, we may retain your data for a reasonable period and retry a reasonable number of times. After this period, we will delete the data we hold about you.

If we enter into an Agreement with you or your organisation, we will retain your personal data for the duration of the contract and for a reasonable period after expiry or termination.

We generally only use data from our Web Server logs in aggregate to obtain statistics about usage of the web site. In the event of a suspected incident, we may examine the logs in to ascertain the possible source.

9. What are my rights?

Rights for individuals are fully described on the [ICO website](#). If you wish to exercise any of these rights on personal data that Xeretec hold about you then please contact the ISMS Manager gdpr@xeretec.co.uk.

10. Our commitment to children's privacy

The Xeretec website is not intended for children under 18 years of age, and no part of our website is structured to attract anyone under that age. We do not knowingly collect or maintain personal information from children under 18.

11. How to make a complaint about the way we have handled your data?

If you wish to complain to Xeretec, then please contact the ISMS Manager at gdpr@xeretec.co.uk.

12. Links to other websites

Xeretec complies with data protection legislation, which regulates the processing of information relating to you and grants you various rights in respect of your personal data. Our website contains links to other websites over which we have no control. Xeretec is not responsible for the privacy policies or practices of other websites to which you choose to link from this website. We encourage you to review the privacy policies of those other websites so you can understand how they collect, use and share your information.

13. Cookies

Cookies are small pieces of information in text files that are stored by your browser on your device. In cases where we collect cookies, they will not contain any personally identifiable information, but they will enable us to track the pages you visit on the website. You will be prompted to allow cookies for the Xeretec web site when you first access it.

Cookies may enable you to enter sections of the website without having to supply certain information each time. Most Web browsers automatically accept cookies, but you can usually change your browser settings to prevent this.

A cookie cannot read data from your hard drive.



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