

PRIVACY POLICY

Haveua Limited trading as Haveua ("We") are committed to protecting and respecting your privacy.

This policy (together with our Terms of Use <https://directory.haveua.co.uk/Client/TC> and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [<https://directory.haveua.co.uk>] ("our Site") you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act (2018), the data controller is Haveua Ltd of 20 Furrow Close, Rugby CV213FF. Our nominated representative for the purpose of the Act is Karl Malin.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information you give us. You may give us information about you by filling in forms on our Site or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our Site, subscribe to our service, search for products or services, place an order on our Site, participate in discussion boards or other social media functions on our Site, or other activities commonly carried out on the site and when you report a problem with our Site. The information you give us may include but not be limited to your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.
- Information we collect about you. With regard to each of your visits to our Site we may automatically collect the following information:
 - 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 site (including date and time); products and/or services 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.
- Information we receive from other sources. We may receive information about you if you use any of the other services we provide or any other websites we operate. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.
- Information you post on the Request forms to be processed by our Vendors.

COOKIES

Our Site uses cookies to distinguish you from other users of our Site. This helps us to provide you with a good experience when you browse our Site and also allows us to improve our Site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy <https://directory.haveua.co.uk/Client/CookiePolicy>.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- Information you give to us. We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us (and any third parties, in relation to the Haveua Service) and to provide you with the information and services that you request from us;
 - to provide you with information about other services we offer that are similar to those to which you have already subscribed or enquired about;
 - to provide you, or permit selected third parties to provide you, with information about services we feel may interest you. We will only contact you by electronic means (by

e-mail or through the Haveua portal/ messaging system) with information about services similar to those which were the subject of a previous enquiry by you. Where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this, again by e-mail or through the Haveua portal/messaging system. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes.

- to notify you about changes to our service;
- to ensure that content from our Site is presented in the most effective manner for you and for your computer.

• Information we collect about you. We will use this information:

- to administer our Site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

- to improve our Site to ensure that content is presented in the most effective manner for you and for your computer;

- to allow you to participate in interactive features of our service, when you choose to do so;

- as part of our efforts to keep our Site safe and secure;

- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;

- to make suggestions and recommendations to you and other Members of our Site about services that may interest you or them.

- Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

DISCLOSURE OF YOUR INFORMATION

We may share your personal information with any 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.

We may share your information with selected third parties including:

- Members of the Haveua Service, business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may 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 Have You A Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its Members will be one of the transferred assets.

- 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 <https://directory.haveua.co.uk/Client/TC> or our Terms of Use <https://directory.haveua.co.uk/Client/websiteacceptableusepolicy> and any other applicable terms or agreements; or to protect the rights, property, or safety of Haveua Limited, our Members, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and 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.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where

you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

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.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at enquiries@haveua.co.uk. Our Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliated 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.

ACCESS TO INFORMATION

The Act 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.

CHANGES TO OUR PRIVACY 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 or through [the Have UA portal/messaging system]. Please check periodically to see any updates or changes to our privacy policy.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to enquiries@haveua.co.uk