



INTERNATIONAL  
**Syalons**

**ADVANCED SILICON NITRIDE &  
SIALON CERAMICS**

## Privacy Policy

International Syalons (Newcastle) Ltd. understands the importance of privacy and the security of your personal information. Because of that, this policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.

This policy applies if you use our products or services, or communicate with us over the phone, online or via email, by using our website or interacting with us on social media. This policy gives effect to our commitment to protect your personal information.

### Who are we?

When we say 'we' or 'us' in this policy, we are referring to:

International Syalons (Newcastle) Ltd. (Registered offices: Stephenson Street, Willington Quay, Wallsend, Tyne and Wear, NE28 6TT, UK).

### What information do we hold?

Information that you provide to us such as; your name, address, telephone number, email address, bank account and payment card details, employer details, job role; Information about the products or services that we have provided to you (including for example, the goods we have provided to you, when and what you paid, and the way you use our products and services etc.);

### How do we use your information?

The information we collect may be used to:

- Make available our services to you;
- Process your orders;
- Take payments;
- Help us ensure that our customers are genuine and to prevent fraud;
- Conduct market research, either ourselves or with reputable agencies;
- For statistical analysis;
- Help us understand more about you as a customer, the products and services you use;
- Find ways to improve our Services, stores apps and websites;
- Provide you with online advertising;
- Provide for the safety and security of our colleagues and customers;
- Help answer your questions and solve any issues you have.

**International Syalons (Newcastle) Limited**  
Stephenson Street, Willington Quay  
Wallsend, Tyne & Wear NE28 6TT

Tel: +44(0)191 2951010  
Fax: +44(0)191 2633847  
Email: [enquiries@syalons.com](mailto:enquiries@syalons.com)

[www.syalons.com](http://www.syalons.com)



INTERNATIONAL  
**Syalons**

**ADVANCED SILICON NITRIDE &  
SIALON CERAMICS**

## **Our Website**

Our website ([www.syalons.com](http://www.syalons.com)) uses Google Analytics. This is a commonly used analysis service from Google Inc. that uses cookies, which are text files saved to your computer that make it possible to analyse how you use the website.

Cookies are a technology that can be used to tailor information from a website to meet your needs. You can instruct your browser to accept or refuse cookies via your browser settings. You can prevent cookies from being saved by adjusting your browser settings; however, in this case you may not be able to use all functions offered on this website. In addition, you can prevent the data generated by the cookie related to your use of this website from being sent to and processed by Google by downloading and installing the browser add-on available via [www.google.com](http://www.google.com). Google Analytics automatically saves the name of your ISP, the web page that referred you to us, the web pages you visit on our website as well as the date and duration of your visit. We use Google Analytics to better understand visitor preferences and optimally design its web pages.

We do not use our website to gather personal information, unless you have contacted us through our website, however if we require personal information from you we will notify you of this in advance.

## **Who might we share your information with?**

### **Our Service Providers**

We work with partners, suppliers, insurers and agencies so they can process your personal information on our behalf, but only where they meet our standards on the processing of data and security. We only share information that allows them to provide their services to us or to facilitate them providing their services to you.

### **Other Organisations and Individuals**

We may transfer your personal information to other organisations in certain scenarios. For example:

If we're discussing selling or transferring part or all of a business, we may share information about you to prospective purchasers - but only so they can evaluate that business;

If we are reorganised or sold to another organisation, we may transfer information we hold about you to them so they can continue to provide the Services to you;

If required to by law, under any code of practice by which we are bound or we are asked to do so by a public or regulatory authority such as the Police or the Department for Work and Pensions;

If we need to do so in order to exercise or protect our legal rights, users, systems and Services; or

In response to requests from individuals (or their representatives) seeking to protect their legal rights or the rights of others.

**International Syalons (Newcastle) Limited**  
Stephenson Street, Willington Quay  
Wallsend, Tyne & Wear NE28 6TT

Tel: +44(0)191 2951010  
Fax: +44(0)191 2633847  
Email: [enquiries@syalons.com](mailto:enquiries@syalons.com)

[www.syalons.com](http://www.syalons.com)



INTERNATIONAL  
**Syalons**

**ADVANCED SILICON NITRIDE &  
SIALON CERAMICS**

## **Keeping You Informed**

We won't send you marketing messages if you tell us not to, but we may still need to send you occasional service-related messages. If you wish to amend your marketing preferences, you can do so by contacting us at [enquiries@syalons.com](mailto:enquiries@syalons.com).

## **Your Rights**

### **Access and Correction of Your Personal Information**

Under most circumstances, you have the right to access the personal information that we hold about you. This is sometimes called a 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it free of charge.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

If you would like to exercise these rights, please contact us at [enquiries@syalons.com](mailto:enquiries@syalons.com).

### **Right to Stop or Limit our Processing of Your Data**

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us at [enquiries@syalons.com](mailto:enquiries@syalons.com).

### **How Long Do We Keep Your Information For?**

We will retain a record of your personal information. This is done in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary.

## **Sharing Your Thoughts**

When using one of our websites, you may be able to share information through social networks. When doing this your personal information may be visible to the providers of those social networks, their other users and ourselves. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.

**International Syalons (Newcastle) Limited**  
Stephenson Street, Willington Quay  
Wallsend, Tyne & Wear NE28 6TT

Tel: +44(0)191 2951010  
Fax: +44(0)191 2633847  
Email: [enquiries@syalons.com](mailto:enquiries@syalons.com)

[www.syalons.com](http://www.syalons.com)



INTERNATIONAL  
**Syalons**

## ADVANCED SILICON NITRIDE & SIALON CERAMICS

### Security

We use advanced security measures to keep your data safe and prevent accidental or deliberate manipulation, loss, destruction or access. Our security measures undergo continuous review and improvements.

### Contact Us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy or the way your personal information is processed, please contact us by one of the following means:

By email: [enquiries@syalons.com](mailto:enquiries@syalons.com)

By post: Data Protection Officer, International Syalons (Newcastle) Ltd., Stephenson Street, Willington Quay, Wallsend, Tyne and Wear, NE28 6TT, UK

1<sup>st</sup> June 2018