

## This privacy policy sets out how Ten10 uses and protects any information that you give Ten10 when you use this website.

Ten10 is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Ten10 may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 17/06/2016.

### What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or promotions

This data will be held in accordance with our Data Protection policies in order to comply with the Data Protection Act.

### What we do with the information we gather

- We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, service promotions or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

The examples below outline what these categories of cookies are used for. Our uses of cookies fall within these categories.

### **Strictly necessary cookies**

These cookies are essential in order to enable you to move around the website and use its features.

### **Performance cookies**

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages.

Information collected by these cookies is aggregated and therefore anonymous. It is only used to improve how a website works.

### **Functional cookies**

These cookies are set by 3rd party services such as YouTube and SlideShare.

### **Sharing cookies**

These cookies allow you to interact with 3rd party services such as Twitter, You Tube and LinkedIn.

Information collected by these cookies is aggregated and therefore anonymous.

### **Display Advertising**

Please note we are currently using Google's display advertising online. It means that third-party vendors including Google will show our adverts on selected websites.

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following way:

if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time emailing us at [marketing@ten10.com](mailto:marketing@ten10.com).

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.