

# Privacy & Cookie Policy

**Effective Date: 31<sup>st</sup> March 2025**

Trivex Systems Ltd is committed to protecting the privacy and personal data of all visitors to our website, as well as our clients and contacts. This Privacy & Cookie Policy outlines how we collect, use, store, and protect your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies solely to information relating to living, identifiable individuals.

---

## 1. Information We Collect

We may collect, use, and store the following types of personal data:

### a) Information You Provide

You may provide personal information when:

- Filling in forms on our website
- Contacting us directly

This may include:

- Name
- Job title
- Postal address
- Telephone number
- Email address

### b) Information Collected Automatically

When you use our website, we may collect technical information including:

- IP address
- Browser type/version
- Operating system
- Site usage data

This is primarily collected via cookies and similar technologies (see Section 3: Cookies).

### c) Information from Third Parties

We may receive personal data about you from trusted third parties in connection with your requirements or engagement with us.

---

## 2. How We Use Your Information

We use your data:

- To provide you with our services or information you request

- To manage our relationship with you
- To administer and improve our website
- To comply with legal obligations

We only process your data where we have a lawful basis to do so, including consent, performance of a contract, legal obligation, or legitimate interests.

---

### 3. Cookies

Our website uses cookies to distinguish you from other users and ensure optimal functionality.

#### a) What Are Cookies?

Cookies are small text files placed on your device to help websites function effectively and analyse user behaviour.

#### b) How We Use Cookies:

- To enable core site functionality
- To support secure transactions (e.g. with SagePay, Barclaycard, Capita)
- To facilitate electronic signatures or identity verification

#### We do not use cookies:

- For marketing or advertising
- To store personal data

If you do not consent to our use of cookies, some parts of the website may not function as intended.

For detailed cookie settings or management, please refer to your browser settings.

---

### 4. Sharing and Disclosure of Information

We do **not** sell or share your personal data with third parties for commercial purposes.

We may disclose your data:

- To trusted service providers acting on our behalf (under strict contractual obligations)
- If required by law, court order, or governmental authority

Any transfers of data outside the UK/EEA will be subject to appropriate safeguards in accordance with applicable laws.

---

### 5. Data Security

We implement appropriate technical and organisational measures to protect your personal data against loss, misuse, or unauthorised access, including:

- Access controls
- Secure servers
- Data minimisation principles

Third parties processing your data on our behalf must comply with similar security and data protection standards.

---

## 6. Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected, or as required by law.

---

## 7. Your Rights

You have the following rights regarding your personal data:

- **Access** – Request a copy of the data we hold about you
- **Rectification** – Request correction of inaccurate data
- **Erasure** – Request deletion of your data under certain conditions
- **Restriction** – Request restriction of processing
- **Objection** – Object to data processing where applicable
- **Portability** – Request data in a structured, commonly used format

To exercise your rights, please email: **[compliance@trivex.co.uk](mailto:compliance@trivex.co.uk)**

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

<https://ico.org.uk/>

---

## 8. Third-Party Websites

Our site may contain links to external websites. Please note that we are not responsible for the privacy practices of these third-party sites. We recommend reviewing their respective privacy policies.

---

## 9. Updates to This Policy

We may update this Privacy & Cookie Policy from time to time. Any changes will be posted on this page and, where appropriate, notified by email.

**Version:** v1.2

**Last Updated:** 31<sup>st</sup> March 2025