



## STL Privacy and Cookie Policy

STL wants to protect the privacy of visitors to our website and that of our customers and partners. Please read the following policy; it will help you to understand how we use your personal data. We may change our privacy policy at any time without giving you notice, so please check it each time you visit our website.

STL Communications Limited  
Park House  
Station Lane  
Oxfordshire  
OX28 4LH  
Telephone: 01993 777100

STL use a variety of methods to fulfil its cookie policy as the legal basis for data processing under GDPR. If you have any requests concerning your personal data, or any queries with regard to how we handle your data, you can contact us by phone on 01993 777100 or email [customerservicestl@focusgroup.co.uk](mailto:customerservicestl@focusgroup.co.uk) or write to us at the above address  
Google cookies are for performance analysis in the Search Console or Google Analytics – this data is all anonymous  
WordPress cookies, these are also all anonymous and for personal preference for the website visitor.

Tawk.to – is STL's website chat widget. Where a customer fills in a form to begin a chat  
Gatorleads – is anonymous until the customer inputs their contact details, which is a choice.

### How do we collect and use your personal data?

We only hold UK Business to Business data and the personal data we process is restricted to data subject's name, business address, business email, business number, and in some cases mobile phone number. When you register with us, visit our website, use our services, make an enquiry or order products or services from us, you may be asked to provide some personal data.

We use your personal data to enable us to provide goods, services and support. This includes contact information, billing/financial information, and equipment configuration details. Your personal data may also be used to let you know about other goods and services we provide, which we have identified as potentially being of legitimate interest to you.

We automatically collect data about visitors to our website by using cookies. This data is used in an anonymous form to monitor the performance of our website and to improve user experience.

Whenever you give us personal data, you are consenting to its collection and use in accordance with this Privacy Policy. By using this website, you consent to our use of cookies in accordance with our cookie policy.

### Marketing

We would like to use your personal data to send you details of services that we offer which we have identified as likely to be of interest to you. We will only send you information in line with the preferences you indicated when you provided the personal data.

If at any point you would like to opt-out of receiving communications from us, change the medium (such as email or post) that we use to contact you, or if you have any requests concerning your personal data, or queries with regard to how we handle your data, contact us using the contact details above.

### Cookies

A cookie is a small piece of data or message that is sent from an organisation's web server to your web browser and is then stored on your hard drive. Cookies can't read off your hard drive or cookie files created by other sites and do not damage your system.

STL only uses cookies to monitor the performance of our website and to improve user experience.

Most browsers will allow you to turn off cookies. If you want to know how to do this please look at the menu on your browser or look at the instruction on <http://www.allaboutcookies.org>. However, please note, if you turn off cookies it may affect your experience of our website.

### **Recipients/categories of recipients**

In order to carry out our business obligations to you, we may share your personal information with third parties, such as supplier partners and engineering sub-contractors. This is on a confidential basis and our contracts with these third parties ensure that they are bound to abide by all data protection laws in their handling of your personal information.

Except as set out above, we will not disclose your personal information unless we are obliged to do so, or allowed to do so, by law.

### **Retention periods**

We will keep your personal data in connection with the services you have bought for 6 years after the last purchase. We need to retain this data for our own accounting purposes and for legal and tax purposes.

In terms of personal data, we use for marketing, we will keep this data for as long as we are able to market to you and if you withdraw your consent or opt-out of marketing communications, we will keep your contact details only to ensure that we do not contact you again for marketing purposes.

### **Accessing your personal data**

You have rights in respect of your personal data which you can find full details of here: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights>

Our customers do not have public access to their personal data. In order to access this, the information must be requested by email or letter. Once successful identity checks have been completed, the requested information will be provided.

### **Processing based on consent**

Where we process your personal data based on your consent you have the right to withdraw that consent at any time without reason. You can opt-out by using the unsubscribe/opt-out in any marketing we send you and you can contact us at the contact details above.

### **Third party websites**

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their Privacy Policy, which may differ from ours.

### **Changes to the Privacy/Cookie Policy**

This Privacy Policy is regularly reviewed and subject to change from time to time. If we make any significant changes to the policy, we will communicate these to you.

This Privacy Policy was last updated April 2019.