

PxP Privacy Policy

PxP Limited ("PxP", "us", "we" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws.

You can visit our websites without disclosing any personally identifiable information about yourself (although please note that we may use other non-personally identifiable information about your browsing activity).

If you do submit personal information by completing a web form registration, for example, you can be assured that we will use your personal information only to support your continuing relationship with PxP.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you visit our websites and when you generally use our products and services.

We wish to help you make informed decisions, so please take a few moments to read the sections below and learn how we may use your personal information.

Personal Information Collection

We endeavour to collect and use your personal information only with your knowledge and consent and typically when you make customer enquiries, register for information or other services, request product information.

The type of personal information we may collect could include, for example, your name and postal address, date of birth, telephone number, email address and other information collected on registration.

If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected, and subject to any preferences indicated by you.

Non-personal Identifying Information

We may also collect non-personally identifying information about your visit to our websites based on your browsing activities. This information may include the pages you browse and products and services viewed or ordered for example. This helps us to better manage and develop our sites, to provide you with a more enjoyable, customised service and experience in the future, and to help us develop and deliver better products and services tailored to your individual interests and needs.

How will we use your information?

We may use your information for a number of purposes which includes: managing and administering your account; delivering any services, products or information requested by you; responding to complaints or account enquiries; verifying your identity when required (you may lose your password or security information for example, and we may then need to ask you for other 'identifiable' information to protect your data from unauthorised access).

When will we disclose your information to others?

Please note that PxP does not sell or pass your personal information to third parties (other than as set out in the paragraph below) unless you have given us permission or unless it is strictly necessary to deliver the products and services ordered or used by you and you are notified beforehand.

In the event that we undergo re-organisation or are sold to a third party, you agree that any personal information we hold about you may be transferred to that re-organised entity or third party for the purposes and subject to the terms of this Privacy Policy Statement

PxP may also be obliged to disclose your personal information to meet any legal or regulatory requirements (for example to comply with a court order) or obligations in accordance with applicable law.

Social media, blogs, reviews

Any social media posts or comments you send to us (on the PxP Facebook page, for instance) will be shared under the terms of the relevant social media platform (e.g. Facebook / Twitter) on which they are written and could be made public.

Other people, not us, control these platforms. We are not responsible for this kind of sharing. We recommend you should review the terms and conditions and privacy policies of the social media platforms you use. That way, you will understand how they will use your information, what information relating to you they will place in the public domain, and how you can stop them from doing so if you are unhappy about it.

Any blog, review or other posts or comments you make about us, our products and services on any of our blogs, reviews or user community services will be shared with all other members of that service and the public at large. Any comments you make on these services and on social media in general must be not offensive, insulting or defamatory. You are responsible for ensuring that any comments you make comply with any relevant policy on acceptable use of those services.

How long do we keep your information for?

To make sure we meet our legal data protection and privacy obligations, we only hold on to your information for as long as we actually need it for the purposes we acquired it for in the first place.

In most cases, this means we will keep your information for as long as you continue to use our services, and for a reasonable period of time afterwards if you stop doing so, to see if we can persuade you to come back to us. After that we will delete it other than where we lawfully can keep any data for audit or legal reasons.

Access to your Information

You can write to us at any time to obtain details of the personal information we may hold about you. Please write to: dpo@pxp.ltd.uk or Data Protection Unit, PxP Campus, 12 Stoke Meadows, Bradley Stoke, Bristol, BS32 9BG

Please quote your name and address together with your mobile number. We would be grateful if could also provide brief details of what information you want a copy of (this helps us to more readily locate your data).

We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

Information Security

PxP recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. PxP is constantly reviewing and enhancing its technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction. We use industry standard TLS certificates to provide encryption of data in transit, for example, all access to PxP's websites and management portals is covered by HTTPS.

Please be aware that communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. PxP cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Privacy Support

PxP reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.

Should we decide to change our Privacy Policy, we will post the changes on our website so you know what information we collect and how we use it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will tell you. You will have a choice as to whether or not we are able to use your information in this different manner.

If you have any enquiry about PxP's privacy policy or practices, please write to
Data Protection Unit, PxP Campus, 12 Stoke Meadows, Bradley Stoke, Bristol, BS32 9BG or email
dpo@pxp.ltd.uk

Monitoring and or recording of all your Communications

Monitoring or recording of your calls, emails, text messages and other communications may take place in accordance with UK law, and in particular for business purposes, such as for quality control and training, to prevent unauthorised use of PXP's websites, to ensure effective systems operation and in order to prevent or detect crime.