

This privacy policy applies between you, the User of this Website and SoftStream Solutions Ltd, the owner and provider of this website. SoftStream Solutions Ltd takes the privacy of your information very seriously. This privacy policy applies to our use of any and all data collected by us or provided by you in relation to your use of the website. Please read this privacy policy carefully.

## Definitions and interpretation

In this privacy policy, the following definitions are used

1. In this privacy policy unless the context requires a different interpretation
  - a. The singular includes the plural and vice versa;
  - b. The references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
  - c. A reference to a person includes firms, companies, government entities, trusts and partnerships;
  - d. "including" is understood to mean "including without limitation";
  - e. Reference to any statutory provision includes any modification or amendment of it;

## Scope of this privacy policy

2. This privacy policy applies only to the actions of SoftStream Solutions Ltd and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.

## Data collected

3. We may collect the following data, which includes personal Data, from you:

- a. Name
- b. Job Title;
- c. Profession;
- d. Contact Information such as email addresses and telephone numbers; in each case, in accordance with this privacy policy

## Our use of data

4. For purposes of the data protection act 1998, SoftStream Solutions Ltd is the “data controller”.

5. We will retain any data you submit for 3 years

6. Unless we are obliged or permitted by law to do so, and subject to any third-party disclosures specifically set out in this policy, your Data will not be disclosed to third parties. This includes our affiliates and/or other companies within our group.

7. All personal data is stored securely in accordance with the principles of the data protection act 1998 and complies with all UK laws.

8. Any or all of the above data may be required by us from time to time in order to provide you with the best possible service and experience when using our website. Specifically, data may be used by us for the following reasons:

- a. Improvement of our products/services;
- b. Transmission by email of promotional materials that may be of interest to you;
- c. Contact for market research purposes, which may be done using email, telephone, fax or mail. Such information may be used in each case in accordance with this privacy policy.

## Third party websites and services

9. SoftStream Solutions Ltd may, from time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the website. The providers of such services do not have access to certain personal data provided by Users of this Website.

## Links to other websites

10. This website provides links to other websites. They are provided for your convenience only. We have no control over such websites, and cannot guarantee or verify the contents despite our best efforts, and are not responsible for the content of these websites. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them

## Functionality of the website

11. To use some features and functions available on the website, you may be required to submit certain data

12. You may restrict your internet browser's use of Cookies. For more information see the clause below (Cookies)

## Accessing your own data

13. You have the right to ask for a copy of any of your personal data held by SoftStream Solutions Ltd (where such Data is held) upon request.

## Security

14. Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Legislation. The Website is protected by various levels of security technology which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage.

15. We endeavour to do our best to protect your personal data. However, transmission of information over the internet is not entirely secure and is done at your own risk. We cannot ensure the security of your data transmitted to the Website.

## Cookies

16. This website may place and access certain cookies on your computer. SoftStream Solutions Ltd uses cookies to improve your experience of using the website. SoftStream Solutions Ltd has carefully chosen these cookies and has taken steps to ensure that your privacy is protected and respected at all times.

17. All cookies used by this website are used in accordance with current UK and EU cookie law.

18. Before the website places cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of cookies, you are enabling SoftStream Solutions Ltd to provide a better experience and service to you. You may if you wish, deny consent to the placing of cookies; however, certain features of the website may not function fully or as intended.

19. This website may place Analytical/performance cookies on our website. They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor

usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information <http://www.google.com/privacy.html>.

20. You can choose to enable or disable cookies in your internet browser. By default, most internet browsers accept cookies but this can be changed. For further details, please consult the help menu in your internet browser.

21. You can choose to delete cookies at any time; however, you may lose any information that enables you to access the website more quickly and efficiently including, but not limited to, personalisation settings.

22. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

## General

23. This agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

## Changes to this privacy policy

24. SoftStream Solutions Ltd reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the website and you are deemed to have accepted the terms of the privacy policy on your first use of the website following the alterations

If you have any further queries or comments on our policy, please contact us. We welcome your views about our Website and our privacy and cookie policy. You may contact SoftStream Solutions Ltd by email at [info@softstreamsolutions.com](mailto:info@softstreamsolutions.com)