

## COOKIES AND PRIVACY POLICY

### Introduction

Powertherm Contract Services (“we” or “us” or “our”) use cookies, web beacons, tracking pixels, and other tracking technologies when you visit our website [www.powertherm.co.uk](http://www.powertherm.co.uk), including any other media form, media channel, mobile website, or mobile application related or connected thereto (collectively, the “Site”) to help customize the Site and improve your experience.

We reserve the right to make changes to this Cookie Policy at any time and for any reason. We will alert you about any changes by updating the “Last Updated” date of this Cookie Policy. Any changes or modifications will be effective immediately upon posting the updated Cookie Policy on the Site, and you waive the right to receive specific notice of each such change or modification.

You are encouraged to periodically review this Cookie Policy to stay informed of updates. You will be deemed to have been made aware of, will be subject to, and will be deemed to have accepted the changes in any revised Cookie Policy by your continued use of the Site after the date such revised Cookie Policy is posted.

### Privacy

We do not share and of your personal information with any third parties. If you make an enquiry through our website (by filling in a form or emailing us directly), we will store your enquiry in our Capsule CRM system to allow us to respond to your enquiry as effectively as possible, if you consent to us contacting you via email, post or telephone/SMS, we will hold your contact information in our email marketing platform(if email contact consent was given). We store your information to ensure you are kept updated with relevant news and complimentary services and promotions.

If you wish to withdraw your consent at any time, and don’t want us to contact you in the future, call, email or write to us, and we will ensure you are removed from our contact databases. If you wish to see a copy of the information, we hold on you/your organisation, please contact our Data Protection Officer, at Powertherm Contract Services, Francis House, Orgreave drive, Handsworth, Sheffield S13 9NR.

### Use of Cookies

Our website uses cookies to store information on your computer. These cookies are used to track visited to our site and help us to improve our website by giving us insights into how the site is used by our visitors.

### What are cookies?

Cookies are small text files that are placed on your computer by the websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The use of cookies is now standard for most websites. If you are comfortable with the use of cookies, you can manage and control them through your browser. Including removing cookies, by deleting them from your browser history’ (cache) when you leave the site.

### Types of Cookie

The following types of cookies may be used when you visit the site:

‘**Session**’ cookies remain in your browser during your browser session only, i.e. until you leave the website.

‘**Persistent**’ cookies remain in your browser after the session (unless deleted by you).

‘**Performance**’ cookies collect information about your use of the website, such as webpages visited and any error messages; they do not collect personally identifiable information, and the information

collected is aggregated such that it is anonymous. Performance cookies are used to improve how a website works.

'**Functionality**' cookies allow the website to remember any choices you make about the website (such as changes to text size, customised pages) or enable services such as comments on blogs.

### **Third party cookies**

**Google Analytics** (utma\_utmb\_utmc\_utmz) – these cookies are used to collect anonymous information about how visitors use our website. We used the information to compile reports and to help us to improve our website. The information collected is anonymous and includes the number of visitors to the website, what pages they visited and where they have come to the website from. More information is available on:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

By using our website, you agree that we can place these cookies on your computer/device for the above purposes.

### **Complaints**

If you believe that this policy has been breached or to exercise all relevant rights, queries, or complaints, please in the first instance contact our GDPR Officer.