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## A-GAS PRIVACY POLICY

This Privacy Policy sets out the basis on which we will process any personal data we collect from you or that you provide to us. Any personal data in respect of which you are data controller will be processed by us as data processor in accordance with the Terms and Conditions. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This Privacy Policy forms part of our Terms and Conditions as set out at [www.gastrakonline.com](http://www.gastrakonline.com), including any additional terms of use incorporated by reference into the Terms and Conditions, and applies to your use of:

- the **GTO App**, once you have downloaded or streamed a copy of the GTO App onto your mobile telephone or handheld device (**Device**);
- the **Website**; and
- your use of the **Reports**,

(together, the **Services**).

Any definitions used in this Privacy Policy shall be as defined in the Terms and Conditions, the terms of which apply to this Privacy Policy.

For the purpose of the Data Protection Act 1998, the data controller is A-Gas Limited of Banyard Road, Portbury, Bristol BS20 7XH.**INFORMATION WE MAY COLLECT FROM YOU AND HOW WE USE IT**

### 1 Information you give us (Provided information):

1.1 Through the use of our Services you may provide us with certain information in the following ways:

- (a) information you provide when you register to use the GTO App, log-in to the Website or through your use of any of our Services, or when you report an issue with an any of our Services;
- (b) you may provide information by filling in forms on the GTO App and the Website; and
- (c) if you contact us directly with any query, or correspond with us (for example, by e-mail or telephone), we may keep a record of that correspondence.

1.2 The types of information you give us which would constitute personal data may include your name, address, e-mail address, phone number, information about your Device,

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photographs, username, password, other registration information or information relevant to a query.

## **2 Information about your Device or computer (Technical Information)**

2.1 When you use our Services a Device may automatically collect and send the following information: technical information, including the type of Device you use, a unique device identifier (for example, your Device's IMEI number, the MAC address of the Device's wireless network interface, or the mobile phone number used by the Device), unique application numbers, network information, Device operating system.

2.2 Other technical information we may receive, includes the Internet protocol (IP) address used to connect your computer to the internet, plug-in types and versions, operating system and platform, the type and version of browser you use and time zone setting.

## **3 Information stored on your Device (Content Information)**

3.1 When you use our Services you may enable access or a Device may automatically ask permission to collect and use the following information: contact information, friends lists, login information or photographs. This is available for your convenience but may be disabled at any time using your Device settings.

## **4 Use of the Services (Log Information)**

4.1 Details of your use of any of the GTO App or your visits to the Website (including, but not limited to, traffic data) and the resources that you access in the Services may be sent to us automatically.

4.2 We may also receive information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

## **5 You may choose to enable GPS technology on your Device to determine your current location (Location Information)**

5.1 Some of our location-enabled Services require your personal data for the feature to work. If you wish to use the particular feature, you will be asked to consent to your data being used for this purpose. You can withdraw your consent at any time by changing the settings on your Device or de-activating the setting on your browser.

## **6 How your information is used**

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- 6.1 We will use the information we receive from you for the following purposes:
- (a) so that we can provide the Services to you;
  - (b) to enable us to provide you with upgrades and other relevant information;
  - (c) for our own internal business purposes and to analyse trends and usage which enables us to improve the Services;
  - (d) to contact you or provide you with customer services including but not limited to notifying you about changes to the Services;
  - (e) to comply with law; and
  - (f) we may disclose your data to third parties in the limited circumstances set out below.

#### **DISCLOSURE OF YOUR INFORMATION**

We may disclose your personal data to third parties for the following purposes:

- we may disclose your personal information to any member of our company group for internal business purposes;
- to our suppliers of postal, product ordering or customer support services;
- if we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation or request;
- in order to:
  - enforce or apply the Terms and Conditions or investigate potential breaches; or
  - protect the rights, property or safety of A-Gas Limited, our customers, or others (including exchanging information for the purposes of fraud protection and credit risk reduction);
- if A-Gas Limited or substantially all of its assets are sold to or acquired by a third party, in which case we may disclose or transfer your personal data to the prospective buyer.

#### **WHERE WE STORE YOUR PERSONAL DATA**

All information you provide to us is stored on our secure servers which are located in the UK. You may choose to access our Services outside the EEA. You are responsible for ensuring any password used to access our Services is kept confidential and not provided to third parties.

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Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data any transmission is at your own risk, we cannot guarantee the security of your data transmitted to the GTO App or our Website.

Any links which appear from advertisers on the GTO App or our Website are not in any way affiliated with us and please note that that we do not accept any responsibility or liability in respect of any personal data you submit to these websites or services.

Once we have received your information, we will use appropriate procedures and security features to try to prevent unauthorised access. All username and password data is encrypted.

## COOKIES

We use cookies to distinguish you from other users of the Services. This helps us to provide you with a good experience when you use the GTO App or browse the Website and also allows us to improve our Services. By continuing to use the Services, you are agreeing to our use of cookies.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer. Some cookies are essential to the operation of our Services, for example we use a session cookie generated by Microsoft IIS which is random, not saved and removed on exit.

You may block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our Services.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

Cookie	Purpose
"Cookie_EventType";	Remembers the last event group you had selected (only available in Flat style)
"Cookie_Theme";	Remembers the theme that you selected
"Cookie_Device";	Remembers which Style you selected last (Flat or Accordion)
"Cookie_Favourites";	Remembers what you put into your favourites (only available in Accordion style)
"Cookie_FirstDayOfLogon";	Remembers the last time you logged on and enables us to show news
"Cookie_SelectedPanel";	Remembers which panel you had open last time (only available in Accordion style)

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"Cookie_DefaultLogonType";	Remembers if you selected to logon using Username & Password or Barcode
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Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control.

## **YOUR RIGHTS**

By using the Services, you agree to us transfer, storing or processing the data we receive from you in accordance with this Privacy Policy.

We may need to contact you from time to time with important information about the Services including new features or upgrades. We will not make your personal data available to third parties for marketing purposes or market any products to you other than those similar to or connected with the Services.

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by unsubscribing following the link at [www.gastrakonline.com](http://www.gastrakonline.com). You can also exercise the right at any time by contacting us at the address below.

Any subject access request may be subject to a fee of £10 to assist our costs in providing you with details of the information we hold about you.

## **CHANGES TO PRIVACY POLICY**

Any changes we may make to our Privacy Policy in the future will be posted on this page [and, where appropriate, notified to you when you next start the App. The new terms may be displayed on-screen and you may be required to read and accept them to continue your use of the App or the Services.

## **CONTACT**

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to A-Gas Limited, Banyard Road, Portbury West, Bristol, BS20 7XH **OR** [support@gastrakonline.com](mailto:support@gastrakonline.com) **OR** at [info@gastrakonline.com](mailto:info@gastrakonline.com).