

PILETEST.COM PRIVACY POLICY

Effective Date: 20-4-20

1. General Overview

This Privacy Policy (this “**Policy**”) is provided by Piletest.com Ltd, with its sales office at 18 Fouracres Walk, Hemel Hempstead, Herts HP3 9LB, the United Kingdom (referred herein as “**Piletest.com**”). The words “**we**” or “**us**” or “**our**” refers to Piletest.com, while the words “**you**” or “**your**” or “**user**” refers to anyone accessing the Site, including visitors and product purchasers.

Piletest.com provides this Policy to describe to you how we process your information (also data under GDPR), including the information we collect when you access www.piletest.com (the “**Site**”) and the ones you submit when you purchase and use our Pile Testing Products (our “**Services**”). The processing of your information includes, without limitation, (i) the information we collect about you, (ii) how we collect such information, (iii) why we collect such information, (iv) who we share such information with, and (v) how we safeguard your information from unauthorized third parties.

Along with this Policy, you are required to read and understand the [Terms and Conditions](#) and any other agreement attached herein as reference. **By using the Site and purchasing our products through it, you represent to Piletest.com that you have read and agreed to the manner in which we process your information as described further in this Policy. If you do not agree to this Policy, you do not have our permission to access the Site and use our Services.**

2. Data Controller

For the purpose of the General Data Protection Regulation (“**GDPR**”), Piletest.com is your Data Controller. We decide all processing activities relating to your information. If you have any complaint regarding how we process your information, please reach out to our Data Protection Officer, Erez Amir via our email address at sales@piletest.com.

3. Our Principles For Processing Your Information

We process your information based on the following principles:

- We abide by relevant privacy laws; we process your information in accordance with the GDPR law;
- We do not use your information for any other purposes than what we need your information for;
- We do not collect any information from you unless we need such information;
- We ensure all information we hold about you is protected through any means necessary from unauthorized third parties; and

- We do not keep your information with us for longer than we need it.

4. The Information We Collect From You

When you interact with us, including when you access the Site or use our Services, we collect certain personal information, which may be either willingly submitted by you or automatically collected by us through programmed software. Personal information is any information that can be used to directly identify you, even if such information needs to be combined with another information to identify you. See below for the categories of information we collect:

a. The Information you submit when you use our Services

You will be asked to submit certain information when you use our Services. Most of this information contains personal information. The information you may submit to us include, without limitation, your name, email address, salutation, country, state, zip code, phone number, professional position, company name, company URL, and company address. Along with this information, we will collect information about your product of interest, the type of help you need, such as advice, purchase, price or specification, or bid and your date of contact.

We collect the above information when you (i) open a user account on the Site (ii) contact us through the “*Contact us*” feature on the Site or directly through our email address or phone number (iii) submit payment and shipping information during your purchases (iv) take part in our surveys, sweepstakes, and promotions, and (v) other means of the likes.

b. The information we collect Automatically

The information we collect automatically contains mostly of anonymous information, which cannot be used to directly identify you. This information is tracking information, mostly about your preferences and your behaviors while using the Site. This includes:

- **Log Information:** When you access the Site, we automatically collect personal information related to your device such as the IP Address, internet service provider, browser type, and browser OS. We collect this information through the setting of cookies and other tracking technologies such as Google Analytics.
- **Transactional Information:** When you purchase through the Site, we retain information about your quotes and the products you purchased, including the price you paid for such products.
- **Analytical Information:** We collect analytical information automatically on your first visit to the Site. Analytical information includes (i) the number of visitors on the Site (ii) the page visitors are currently on (iii) the source of the traffic to the Site (iv) the number of comments or shares of our blogs, and (v) the most used feature on the Site. Analytical information does not in any way reveal the identity of visitors, but we might be able to

pin-point where the visitor is using the Site from through the IP Address of their browser. See section 7 to learn more about Google Analytics and how to block it.

5. The Reasons We Collect The Information Above

The information we collect about you, whether automatically or willingly submitted, is for specific reasons. These reasons include, but are not limited to:

- Identifying you and your company and providing our Services to you effectively;
- Responding to your requests, queries and complaints, and contacting you whenever the need arises, including to notify you of updates to this Policy or other agreements;
- Processing your payments for purchasing our products, delivering the product to the shipping address you provided, and contacting you during the delivery;
- Developing and building our marketing list and advertising products which we think may interest users based on their preferences and behaviors;
- Identifying which area of the Site we need to improve or develop through the collection of analytical information; and
- Enforcing our Terms and Conditions, protecting our rights and other users and complying with laws set by law enforcement.

6. The Circumstances Under Which We May Disclose The Information Above

Piletest.com does not share information about you with third parties for their marketing purposes. We will not disclose or share the information we collect about you other than as described under this section. If the disclosure of information described under this section is to a company outside of the European Union (“EU”) or European Economic Area (“EEA”), such disclosure will be carried out in accordance with the then law of the GDPR.

a. Disclosure to Contractors and Employees

Piletest.com works with third parties and independent contractors (“**Contractors**”), such as our payment processor, advertising, Site maintenance, and analytics companies who perform these tasks on our behalf. In order for these Contractors to perform some of these tasks, they may need access to relevant information about you to perform. For example, to process your payments for our Services or deliver your orders, our payment processor and shipping agents will need your payment information and shipping information to fulfil their obligations.

Likewise, we have certain employees that work under us, and they may need access to some of your information to assist you. For example, if you contact us through our contact information, the employee in charge of assisting you will have access to any information you provide.

However, Contractors and employees have a strict obligation (through a confidentiality agreement) to always use your information for whatever purpose they are hired for. They are not permitted to use your information for any other purposes or disclose it except we tell them to.

b. Disclosure under the Law

In certain events, we may be required by applicable law, including by court order, subpoena and other legal summonses to disclose information about you. This may be to serve as evidence during disputes or to protect our rights or other users of our Services.

This disclosure of your information under the law will not occur if the request by any of the summonses as mentioned above is not backed by genuine documents, and even when we are compelled to disclose information about you under the law, we will notify you through your most recent contact information submitted to us.

c. Disclosure under a Business Transfer

Business transfer, according to this Policy, involves business activities such as, but not limited to, (i) sale of any of Piletest.com assets, (ii) a merger between Piletest.com and another company, (iii) acquisition of Piletest.com by another company, and (v) a consolidation of Piletest.com and other companies. If any of these occurs, we may have no option but to disclose information about you. For example, a merger with another company simply means both companies will have access to certain information or trade secret about the other company.

7. Cookies Policy

We use cookies and Google Analytics to personalize your experience and make your experience on the Site a great one.

a. Cookies

Cookies are tiny pieces of information that are automatically sent to your browser when you access the Site in order to track some behaviors about you. The cookies set on the Site are mostly from Piletest.com while our Contractors or third parties such as Google, Facebook and YouTube also set their own cookies in order to perform tasks on our behalf. Among other things, we collect cookie information in order to provide some features such as saving the information in your profile, tailoring adverts to you, and improving the Site.

The cookies set on the Site can be of two durations: the first being a session cookie, which expires on a browsing session. i.e. it expires when you close your browser. The other cookie is persistent cookies, which have definite or set periods. They exist for longer periods and

only expire when their set periods are up or when you opt-out of cookies being sent to your browser.

You have the right to block us from tracking information about you through cookies. You can visit the help section of your browser to learn how to block cookies from being attached to your browser. However, be aware that blocking cookies will make some of the feature cookies provide such as saving your preferences may cease immediately you block cookies.

b. Google Analytics

Google Analytics is an analytical tool provided by Google Inc., which collects anonymous information about the Site visitors through cookies. It helps us with identifying the metrics and dimensions of traffic to the Site. Among other things, we use Google Analytics to identify where a visitor is coming to the Site from, what part of the Site the visitor is currently on, the number of visitors that have accessed the Site for a certain period, and other information about the metrics and dimensions of traffic.

Like cookies, you have the right to opt-out of being tracked by Google Analytics by installing the "Google Analytics Opt-Out Extension" on your browser. Click on the following link to learn more about Google Analytics: <https://analytics.google.com/analytics/web/>

8. Do-Not-track

Most of the browsers and certain mobile device OS have a Do-Not-Track feature or settings that can be activated by their users to indicate their privacy preference not to store information about their online browsing activities monitored or collected. However, Piletest.com currently does not respond to Do-Not-Track signals.

9. Our Legal Bases For Processing Your Information

Under the GDPR, we are required to describe to you our legal bases for processing the information we process about you. We are processing your information because:

- We have received your consent to process your information wherever the consent is needed. For example, you give your consent to us to send your marketing communications when you submit your email to us. You reserve the right to withdraw your consent at any time;
- We need to fulfil the contract we have with you, including to process your payments, ship and deliver the products you have ordered from us; and
- We need it for our legitimate business interest, including by identifying which area of our Site or Services needs improvement and by identifying the products and services that may match your preference.

10. Your Submissions

There are certain areas on the Site where you may be able to submit content – as a registered user – such as bug reports, files, comments and images. By submitting content to the Site, you understand that certain personal information such as name may be publicly available to other users and people using internet search engines. For example, if you comment on any blog posted by Piletest.com or chat through our community, your name will be attached to your comment or chat.

11. The Security Of Your Information

Piletest.com cares about your privacy; we ensure that the information we hold about you is protected with necessary sophisticated measures available to us. For one, we save all information in our database with a password feature, accessible only by authorized personnel. Secondly, we do not store any payment information collected from you during your payment for our Services. Also, the Site is https; therefore, it is SSL protected. Furthermore, we do not share or sell any information about you, such as your contact information with Contractors for their marketing activities.

However, you are aware that no form of security employed may never be enough to counter all threats to information theft or breaches; therefore, Piletest.com will not be liable for any bypassing of your information that may be caused by events that are above our control. You also have an obligation to keep your login information secure and confidential at all times.

12. International Transfers Of Your Information

Although our Services are provided from our sales office in the UK, the processing of your information will be from outside of the UK. Also, we may work and share your information with Contractors in locations outside of the UK, EU and EEA communities. However, the processing of your information – in both cases – will be done in accordance with the GDPR Law. For example, we will only work or transfer your information to any Contractor if such a Contractor complies with the laws of the GDPR or is a member of the US Privacy Shield (if from the US).

13. Retention Period Of Your Information

We do not keep any information about you for longer than we need it. As long as you have a user account with us, we will keep the information you submitted to us, including your name and contact information in your profile until you request the deletion of your information as described under your rights and choices below. The payment information we collect from you is not stored, but only used to process your payments.

However, we may retain certain information, including information about your purchases with us for longer periods before we delete them. This may be to protect our rights during future claims and disputes or to comply with set laws.

14. Your Rights And Choices

Under the GDPR and general privacy laws, you have the following rights regarding the information we process about you.

a. Right to opt-out of Newsletters

Newsletters contain messages from Piletest.com to your email address, including messages about offers, promotions, and bonuses on our products and Services, which we believe may catch your interest. If you do not wish to receive newsletters from us anymore, you may opt-out by clicking the “*unsubscribe*” link at the bottom of any newsletter sent to you.

Please, note that newsletters do not include administrative messages from Piletest.com. Administrative messages include updates to this Policy and our agreements or our Services.

b. Right to Edit your Information

You have the right to request that we update certain information about you, including your name, job title, department, mobile phone number, email address, and notes. You can exercise this right by emailing us at sales@piletest.com to edit the above information.

c. Right to delete your information

You also have the right to delete certain information about you from our database, including deleting your user account (if you have one with us). However, we may not be able to delete certain information such as information relating to your transaction or IP address. This information will remain with us for a longer period in order to enforce our Terms and Conditions, comply with set laws or as evidence of the purchases you made from us. To exercise your right of deletion, email us at sales@piletest.com.

d. Right to restrict the processing of your information

In some circumstances, you have the right to demand us to stop processing certain information about you. For example, you may unsubscribe from receiving newsletters as described above.

e. Right to report us

You have the right to report us to any data privacy officer in your location if we fail to meet your request or are processing your information illegally. If you are in the UK, you may make your complaints through the [Information Commissioners Office](#) (ICO). For users in Ireland, you can make your complaints through the [Data Protection Commission](#) (DPO).

15. Our Policy About Children

Piletest.com does not knowingly solicit information from people who are below 18 years of age or otherwise does not have the capacity, under the law, to form a contract. If you are not 18 years or above, we do not permit you to submit information to us or use our Services unless supervised by at least a parent or legal guardian. If we found out that you do not meet the required age, we will have your user account terminated and all transactions void without liability.

16. Updates to this Policy

Piletest.com reserves the right to review this Policy at any time, including when there are changes in applicable law, the Site or a feature of our Services. Any updates made to this Policy shall be communicated to you via your email address at our discretion. Such an update will take effect when the *Effective Date* of this Policy (as stated above) is changed. We request that you update your email address to be notified of any updates to this Policy. You are also required to review this Policy as frequent as possible in order to watch out for updates.

17. Contact Us

We welcome complaints, feedback, and enquiries about this Policy. If you have a problem with any processing activity under this Policy, you may contact us via our email addresses at sales@piletest.com and erezam@piletest.com or use our other contact information below:

Piletest.com Ltd

*18 Fouracres Walk,
Hemel Hempstead,
Herts HP3 9LB,
United Kingdom.
+44 144 278 0919*