

PRIVACY POLICY

BHW Group Limited is committed to ensuring that your privacy is protected. Divisions of BHW Group Limited include: Bushey Hall Winchmaster (www.bhwgroup.com), and RED - Recovery Equipment Direct (www.red-bhw.com).

We explain below:

- 1) Information we collect and how we use it.
- 2) How we protect your information.
- 3) Sale of the business
- 4) Updating your details
- 5) Changes of information

- 1) Information we collect and how we use it.

When you place an order, or use any online form on our website we need to know your name and other information such as your postal address, e-mail address, telephone number and your credit card number and expiry date or banks account details etc. By submitting this information you consent to use of the information in accordance with this Privacy Policy as amended from time to time.

We gather this information to allow us to process your request. The relevant information is then used by us and our sub-contractors to provide you with service you have requested and to communication with you on any matter relating to the provision of the service.

We may also use aggregated information and statistics for the purposes of the monitoring website usage in order to help us develop the website and our service and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.

We may also want to provide you with related information about special features of our website or any special service or products which we think may be of interest to you. If you would not like to receive this information please send an e-mail entitled "NO MAIL" to sales@bhwgroup.co.uk.

If at any time, you wish to have your information removed from our active database, please send an e-mail entitled "REMOVE FROM DATABASE" to sales@bhwgroup.co.uk. We will take steps to ensure that the information is deleted as soon as reasonably practicable.

- 2) How We Protect Your Information.

We endeavour to protect the information you provide and there are various security procedures that have been put in place, as set out in this policy.

We have installed a mechanism that uses digital server identities so that you can be sure that the website you access is secure. This is done using one of the internet Trust Certification Authorities. When you access the secure pages of our site your browser will be provided with an electronic certificate confirming that you have accessed our site and all communications will encrypted. When you create an online order, request or feedback that is then passed onto the relevant destination using the same level of encryption, this includes credit card verification. Firewalls are used to block unauthorised traffic to servers and the actual servers are located in a secure location which can only be accessed by authorised personnel.

- 3) Sale of Business

In the event that this business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers' advisers and will be passed on to the new owners of the business so that they can continue to provide the service that we currently provide.

- 4) Updating Your Details

If any of the information that you have provided to BHW Group Ltd changes - for example if you change your e-mail or delivery address, please let us know by sending an e-mail entitled "CHANGE OF DETAILS" to sales@bhwgroup.co.uk.

- 5) Changes of information

If we change our Privacy Policy we will post the changes on this page and we may also place notices on other pages of the website so that you can at any time check our current policy. If we make any changes that may significantly affect the way we deal with your information, we will also e-mail you to notify you of the proposed changes so that you may have your details removed from our records if you do not agree with the changes.