**Privacy statement**

**General Information**

This Privacy Statement explains what types of information WOVEX (“WOVEX”, “us” or “we”) or our service providers may collect from or about visitors to, or users of, our websites or applications (“you”), and describes our practices for collecting, using, retaining, protecting, disclosing, and transferring such information.

**Scope**

This Privacy Statement applies to personal information and other information collected by WOVEX or our service providers from or about you when you (i) access WOVEX websites or use WOVEX applications (including mobile applications) that display or link to this Privacy Statement, or (ii) open and respond to our emails.

**What Personal and Other Information Does WOVEX Collect?**

WOVEX or our service providers may collect personal information and other information from or about you when you:

* order products or services,
* register products or for an event,
* request information,
* subscribe to marketing or support materials,
* download software,
* enter a contest,
* respond to promotional campaigns, or
* register to a secure site to obtain access to product information, support, services, or training. For purposes of this Privacy Statement, “personal information” means information that can be used to personally identify you, such as your name, address, telephone number, email address, user IDs and passwords, billing and transaction information, credit card or other financial information, contact preferences, and similar information.

We also may collect information that is related to you but that does not personally identify you, such as your computer’s operating system, browser, and information regarding your use of and activities on our websites or applications.

**How Does WOVEX Use Your Information?**

WOVEX may use information that we collect from or about you, including any personal information:

* to welcome you,
* to help you complete a transaction or in order to deliver products or services requested by you,
* to bill you for products or services you purchased,
* to provide ongoing service and support, including event-related communications,
* to carry out our obligations or enforce our rights arising from any contracts entered into between you and us,
* to notify you about changes to our websites or applications, or any products or services we offer or provide through them,
* to improve our websites, applications, services, and products, including by developing data analytics and reports about your and others’ use of them,
* to contact you to complete surveys that we use for marketing or quality assurance purposes,
* to display tailored online advertisements that may interest you,
* to e-mail or otherwise send you marketing or other promotional information about WOVEX or others’ products or services that may interest you,
* to combat fraud or any other criminal activity,
* to fulfil any other purpose for which you provide the information,
* in any other way we may describe when you provide the information,
* as otherwise required or permitted by law, and/or
* for any other purpose with your consent.

To assist us with the uses described in this Privacy Statement, information we or our service providers have collected from or about you through WOVEX websites, applications, or our email communications with you, including about your use of such websites and applications, may be combined with or enhanced by other information from or about you that we have obtained from other online or offline sources, including from our service providers or business partners.

As part of the GDPR initiative we will request from time to time your agreement to continue reviewing information. This is set out in detail in the GDPR statement.

WOVEX's websites or applications, including third-party applications, may provide online chat forums, including newsgroups and blogs, for our users. Any information that you disclose in these forums becomes public information, which could be read, collected, copied, modified, or otherwise used by other users of these forums, operators of these forums (including third parties), search engines such as Google, and others to send you unsolicited messages, identify you, index and display your postings in search results, or for other purposes. You should exercise caution when deciding to disclose your personal information.

**Collection of Information Using Cookies and Other Tools**

WOVEX may collect and/or log your Internet Protocol address, Internet domain name, the web browser and operating system used to access WOVEX websites or applications, the pages or files visited, the time spent in each page or file, and the time and date of each visit or use. WOVEX may collect this information automatically as you browse our websites or use our applications through the use of log files, web beacons, or other electronic tools.

WOVEX may also use cookies and other electronic tools to automatically collect information about your use of our websites, applications, or emails. Cookies are text files that are sent from a website via your browser and placed on your computer's hard drive or your mobile device. Thereafter, when you visit that website, a message is sent back to the web server by the browser accessing the website, and this information about your activities is stored in the cookie. The information collected through cookies and other electronic tools is used and analysed to improve our service to you and to personalize your web-browsing experience by providing WOVEX with a better understanding of your interests and requirements regarding our websites and applications. The information collected through cookies and other electronic tools may be linked to your personal information, such as your email address or password.

We may also use cookies and other electronic tools placed by a third-party service provider to measure the effectiveness of our advertising and other information and to help us understand what product information is of most interest to you and what kinds of advertising offers you like to see. Although the service provider logs the information coming from our websites or applications on our behalf, WOVEX controls how that data may and may not be used. If you do not want to assist WOVEX in improving our products, offers, and marketing strategy, you can opt out of this website analysis tool with respect to mobile applications. You can set your browser to notify you when you are being sent a cookie, giving you the chance to decide whether or not to accept it. The help function on most browsers contains instructions on how to set your browser to notify you before accepting cookies or disable cookies entirely. However, disabling cookies in either manner may prevent you from using certain functions and features of websites, and the advertising you receive when you visit the site may not be advertisements tailored to your interests.

**With Whom Does WOVEX Share Your Information?**

WOVEX contracts with third-party service providers and suppliers (including distributors and resellers) to deliver certain products, services, and customer solutions. Examples of such services provided on our behalf are mail delivery, website hosting, transaction processing, processing payments, sending emails on our behalf, provide you with support via live chat software, and event planning. WOVEX may share your personal information with its service providers and suppliers to the extent necessary to deliver the product or service you requested, respond to your requests for information on products or services, or otherwise support your business needs.

Third-party service providers and suppliers receiving personal information are expected to maintain privacy and security protections that are consistent with WOVEX’s privacy and information security policies. These companies are authorized to use your personal information only for the purposes for which it was originally intended or as required or permitted by law. However, unless otherwise dictated by law or agreement, WOVEX is not responsible for any improper use by such parties.

We may also disclose your personal information and other information, including across country borders:

* + to comply with the law or in response to a subpoena, court order, law enforcement or government request, or other legal process,
  + to produce relevant documents or information in connection with litigation, arbitration, mediation, adjudication, government or internal investigations, or other legal or administrative proceedings,
  + in connection with any proposed or actual sale or other transfer of some or all assets of WOVEX, and/or any proposed or actual sale or merger of WOVEX or any division of WOVEX,
  + to enforce the terms of any agreement with WOVEX,
  + to combat fraud or other criminal activity,
  + as otherwise required or permitted by law, and/or
  + with your consent.

**Your Marketing Choices, Right to Access Your Personal Information, and Our Retention of Your Personal Information**

Your Marketing Choices. Your decision to provide the personal information that we may request from time to time is voluntary. However, if you do not provide the personal information requested, you may not be able to proceed with the activity or receive the benefit for which the personal information is being requested.

You can unsubscribe or choose not to receive promotional materials from WOVEX (or from specific divisions or subsidiaries) by following the specific instructions in the email or other communication you receive or by notifying us via the appropriate method(s) described below depending on which website or service is at issue. It may take a reasonable period of time to process your request, but no longer than 30 days for direct mail and telephone promotions and 10 business days for email or text promotions. In countries where WOVEX is required to do so by law, WOVEX will offer you the opportunity to provide your opt-in consent before promotional materials are sent, or promotional calls are made, to you.

Your Access to Your Personal Information. WOVEX strives to keep your personal information accurate. We have implemented technology, management processes, and policies to maintain data integrity. We will provide you with reasonable access to your personal information in accordance with relevant laws, including by making reasonable efforts to provide you with online access and the opportunity to update your information. To protect your privacy and security, we will take steps to verify your identity before granting access or making changes to your personal information. To request access to, or correction, deletion or removal of, your personal information, follow the applicable instructions below depending on which website or service is at issue. While we will make reasonable efforts to accommodate your request, we also reserve the right to reject such access requests or to impose certain restrictions and requirements on such requests, if required or permitted by applicable law. We will respond to requests for access within 30 days.

Our Retention of Your Information. We will retain your personal information for as long as your account is active or as needed to provide you services. If you wish to cancel your account, or request that we no longer use your personal information to provide you services, contact us via the applicable information provided below.

[INFO@WOVEX.COM](mailto:INFO@WOVEX.COM)

**Transfer of Your Information to Other Countries**

In accordance with applicable law, personal and other information covered by this Privacy Statement may be transferred to, and processed and stored in, the United Kingdom or any other country in which WOVEX or its affiliates, subsidiaries, service providers, business partners, or customers maintain facilities, even if the level of data privacy required in that country is less than that required by the European Union. By submitting your personal information to WOVEX, you consent to such transfers and to the worldwide processing of your personal information.

**Links to Non- WOVEX Websites and Third Parties**

WOVEX’s websites may provide links to third-party websites for your convenience and information. If you access those links, you will leave the WOVEX website. WOVEX does not control these third-party websites or their privacy practices, which may differ from WOVEX's. We do not endorse or make any representations about third-party websites. The personal information you choose to provide to unrelated third parties is not covered by the WOVEX Privacy Statement. We encourage you to review the privacy statement of any entity before submitting your personal information.

**Security of Your Personal Information**

Wovex has implemented reasonable administrative, technical, and physical measures designed to protect your personal information from accidental loss and from unauthorized access, disclosure, use, alteration, or destruction. When you provide us with credit card information via a WOVEX website, we will encrypt that information via SSL. If a password is used to help protect your accounts and personal information, it is your responsibility to keep your password confidential. Please also be careful to avoid “phishing” scams, where someone may send you an email that looks like it is from WOVEX asking for your personal information. WOVEX will not request your personal information through email.

**Social Media and Refer a Friend**

Our websites or applications may include social media features, such as the Facebook “Like” button, and widgets, such as the ”share this” button. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our websites or applications. Your interactions with these features are governed by the privacy statement of the company providing them.

**Questions About and Enforcement of this Privacy Statement**

If you have questions regarding our compliance with this Privacy Statement, please first contact us by making a written submission to Wovex Limited John Eccles House Oxford Science Park Oxford

**Changes to this Privacy Statement**

WOVEX will review and update this Privacy Statement periodically and will note the date of its most recent revision above. If we make material changes to this Privacy Statement, we will notify you either by prominently posting a notice of such changes prior to implementing the changes or by directly sending you a notification. We encourage you to review this Privacy Statement frequently to be informed of how WOVEX is collecting, using, retaining, protecting, disclosing, and transferring your information