



Walker Filtration Privacy Policy

17.1 Privacy Policy for Walker Filtration

At Walker Filtration, we're committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to dataprotection@walkerfiltration.com, by telephone on +44 (0)191 417 7816 or by writing to us at Walker Filtration Ltd., Birtley Road, Washington, NE38 9DA.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

17.2 How is your information used?

We may use your information to:

- process an order that you have submitted;
- contact you regarding a sales enquiry;
- to carry out our obligations arising from any contracts entered into by you and us;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, products, technical bulletins, promotions of our associated companies goods and services;
- process a grant or job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

17.3 Who has access to your information?

This policy tells you about the information we collect from you when you submit an enquiry to us via our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process orders and sending you mailings). However, when we use third party service providers,



we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Walker Filtration Network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third-party product providers to bring you a range of quality and reliable products and services (e.g. logistics and carriers). When you enquire about or purchase one or more of these products, the relevant third-party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third-party product providers will share your information with us which we will use in accordance with this Privacy Policy. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

17.4 Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about product information, technical bulletins, new marketing materials for your use including up to date photography, brochures and datasheets, the latest information about upcoming product launches and Walker Filtration updates and product offers and promotions. We will not contact you for marketing purposes by email or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can opt out by unsubscribing from our email list or from all marketing communication by email to dataprotection@walkerfiltration.com or by telephone on +44 (0)191 417 7816.

17.5 How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please contact your Account Manager, email us at marketing@walkerfiltration.com, or write to us at Walker Filtration Ltd., Birtley Road, Washington, NE38 9DA. Alternatively, you can telephone +44 (0)191 417 7816.

17.6 Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

17.7 Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting



your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

17.8 Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.