

# PRIVACY POLICY

This privacy policy applies between you, the User of this Website, and VESC-ECO Ltd., the owner and provider of this Website. VESC-ECO Ltd. takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

This privacy policy should be read alongside, and in addition to, our Terms and Conditions, which can be found at: <https://VESC-ECO Ltd.com/terms-and-conditions>

**Please read this privacy policy carefully.**

## Definitions and interpretation

1. In this privacy policy, the following definitions are used:

<b>Data</b>	collectively all information that you submit to VESC-ECO Ltd. via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
<b>Cookies</b>	a small text file placed on your computer by this Website when you visit certain parts of the Website and /or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below ( <b>Cookies</b> );
<b>Data Protection Laws</b>	any applicable law relating to the processing of personal Data, including but not limited to the GDPR, and any national implementing and supplementary laws, regulations and secondary legislation;
<b>GDPR</b>	the UK General Data Protection Regulation;
<b>VESC-ECO Ltd., we or us</b>	VESC-ECO Ltd., a company incorporated in England and Wales with registered number 15269147 whose registered office is at 2 Water Street, Stamford, Lincolnshire, PE9 2NJ
<b>Dynamesys</b>	VESC-ECO Ltd. also operates and conducts business under the trading name Dynamesys, <a href="https://dynamesys.com">https://dynamesys.com</a>
<b>UK and EU Cookie Law</b>	the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011 & the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2018;
<b>User or you</b>	any third party that accesses the Website and is not either (i) employed by VESC-ECO Ltd. and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to VESC-ECO Ltd. and accessing the Website in connection with the provision of such services; and
<b>Website</b>	the website that you are currently using, <a href="https://VESC-ECO Ltd.com">https://VESC-ECO Ltd.com</a> , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:

- a. the singular includes the plural and vice versa;
- b. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
- c. a reference to a person includes firms, companies, government entities, trusts and partnerships;
- d. "including" is understood to mean "including without limitation";
- e. reference to any statutory provision includes any modification or amendment of it;
- f. the headings and subheadings do not form part of this privacy policy.

## Scope of this privacy policy

3. This privacy policy applies only to the actions of VESC-ECO Ltd. and Users with respect to this Website. It does not extend to any website that can be accessed from this Website including, but not limited to, any links we may provide to social media website.
4. For purposes of the applicable Data Protection Laws, VESC-ECO Ltd. is the "data controller". This means that VESC-ECO Ltd. determines the purposes for which, and the manner in which, your Data is processed.

## Data collected

We may collect the following kinds of information.

5. **Information you provide directly to us.** For certain activities, such as when you register, subscribe to our alerts, download our datasets, or contact us directly, we may collect some or all of the following types of information:

- a. Contact information, such as your full name, email address, mobile phone number, and address;
- b. Username and password; and
- c. Any other information you choose to provide to us.

We may combine such information with information we may already have about you.

6. **Information we collect automatically.** We may collect certain information automatically when you use our website:

- a. Your Internet protocol (IP) address, device and advertising identifiers, browser type, operating system,
- b. Internet service provider, pages that you visit before and after using the website, the date and time of your visit,

information about the links you click, the pages you view, the general manner in which you navigate the website, and other standard server log information.

- c. Location information when you use our website, such as your computer's IP address, your mobile device's GPS signal, or information about nearby WiFi access points and cell towers.

7. **Information from third parties** that provide content or functionality on our website, may use cookies, tags, Local Shared Objects, and similar technologies to automatically collect this information. For more information about cookies, please see the "Cookies" section below.

8. **Technical data** to address and fix technical problems and improve our website, including the memory state of your device when a system or app crash occurs while using our website. Your device or browser settings may permit you to control the collection of this technical data. This data may include parts of a document you were using when a problem occurred, or the contents of your communications. By using the website, you are consenting to the collection of this technical data.

9. **From Publicly available Third-party services** For example, if you access third-party services, such as Facebook, Google, or Twitter, through the website to login to the website or to share information about your experience on the website with others, we may collect information from these third-party services.

## Our use of Data

10. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
- a. internal record keeping;
  - b. improvement of our products / services;
  - c. transmission by email of marketing materials that may be of interest to you;
  - d. contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the Website;
- in each case, in accordance with this privacy policy.
12. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).
13. For the delivery of direct marketing to you via e-mail, we'll need your consent, whether via an opt-in or soft-opt-in:
- a. soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.
  - b. for other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.
  - c. if you are not satisfied with our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your rights" below.
14. When you register with us and set up an account to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

## Who we share Data with

15. We may share your Data with the following groups of people for the following reasons:
- a. our employees, agents and/or professional advisors - to obtain advice from employees, to enable delivery of products;
  - b. third party service providers who provide services to us which require the processing of personal data - to help third party service providers in receipt of any shared data to perform functions on our behalf to help ensure the website runs smoothly";
  - c. third party payment providers who process payments made over the Website - to enable third party payment providers to process user payments and refund;
  - d. relevant authorities - to facilitate the detection of crime or the collection of taxes or duties;
- in each case, in accordance with this privacy policy.

## Keeping Data secure

We use reasonable measures to help protect information from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. You should understand that no data storage system or transmission of data over the Internet or any other public network can be guaranteed to be 100 percent secure. Please note that information collected by third parties may not have the same security protections as information you submit to us, and we are not responsible for protecting the security of such information.

16. We will use technical and organisational measures to safeguard your Data, for example:
- a. access to your account is controlled by a password and a user name that is unique to you.
  - b. we store your Data on secure servers.
17. We are certified to PCI DSS. This family of standards helps us manage your Data and keep it secure.
18. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this email address: [info@vesc.com](mailto:info@vesc.com)

19. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit <https://getsafeonline.org>. Get Safe Online is supported by HM Government and leading businesses.

## Data retention

20. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfill the purposes outlined in this privacy policy or until you request that the Data be deleted.
21. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

## Your rights

22. You have the following rights in relation to your Data:
- a. **Right to access** - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
  - b. **Right to correct** - the right to have your Data rectified if it is inaccurate or incomplete.
  - c. **Right to erase** - the right to request that we delete or remove your Data from our systems.
  - d. **Right to restrict our use of your Data** - the right to "block" us from using your Data or limit the way in which we can use it.
  - e. **Right to data portability** - the right to request that we move, copy or transfer your Data.
  - f. **Right to object** - the right to object to our use of your Data including where we use it for our legitimate interests.
23. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this email address: [info@vesc.com](mailto:info@vesc.com)
24. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.
25. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

## Transfers outside the United Kingdom and European Economic Area

26. Data which we collect from you may be stored and processed in and transferred to countries outside of the UK and European Economic Area (EEA). For example, this could occur if our servers are located in a country outside the UK or EEA or one of our service providers is situated in a country outside the UK or EEA. We also share information with our group companies, some of which are located outside the UK or EEA.
27. We will only transfer Data outside the UK or EEA where it is compliant with data protection legislation and the means of transfer provides adequate safeguards in relation to your data, eg by way of data transfer agreement, incorporating the current standard contractual clauses adopted by the European Commission.
28. To ensure that your Data receives an adequate level of protection, we have put in place appropriate safeguards and procedures with the third parties we share your Data with. This ensures your Data is treated by those third parties in a way that is consistent with the Data Protection Laws.

## Links to other websites

29. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of these websites. You are advised to read the privacy policy or statement of other websites prior to using them.

## Changes of business ownership and control

30. VESC-ECO Ltd. may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of VESC-ECO Ltd. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.

31. We may also disclose Data to a prospective purchaser of our business or any part of it.

32. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

## Cookies

33. This Website may place and access certain Cookies on your computer. VESC-ECO Ltd. uses Cookies to improve your experience of using the Website and to improve our range of products and services. VESC-ECO Ltd. has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.

34. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.

35. Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling VESC-ECO Ltd. to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

36. This Website may place the following Cookies:

Type of Cookie	Purpose
Strictly necessary cookies	These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a
Functionality cookies	These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region). By using the Website, you agree to our placement of functionality cookie.
Analytical/performance cookies	They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

37. You can find a list of Cookies that we use in the Cookies Schedule.

38. You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please see the help menu in your internet browser. You can switch off Cookies at any time, however, you may lose any information that enables you to access the Website more quickly and efficiently.

39. You can choose to delete Cookies at any time; however, you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.

40. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

41. For more information generally on cookies, including how to disable them, please refer to [aboutcookies.org](http://aboutcookies.org). You will also find details on how to delete cookies from your computer.

## General

42. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
43. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
44. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
45. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

## Changes to this privacy policy

46. VESC-ECO Ltd. reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

You may contact VESC-ECO Ltd. by email at [info@vesc.com](mailto:info@vesc.com)

## Attribution

This privacy policy was created on **11<sup>th</sup> February 2025**

## Cookies

Below is a list of the cookies that we use. We have tried to ensure this is complete and up to date, but if you think that we have missed a cookie or there is any discrepancy, please let us know.

### Strictly necessary

We use the following strictly necessary cookies:

Description	Purpose
Session Cookies	These are temporary cookies that help the website to recognise users and information provided when they navigate through a website, once the browser is closed the cookies are deleted.
Index Cookies	We use these cookies to remember information for the shopping cart and purchase options. These cookies are necessary for the website to function and cannot be switched off. they are used to make sure your transactions are secure, to enable you to log in to the secure areas of your account, such as your order history and to add items to your basket.

### Functionality

We use the following functionality cookies:

Description	Purpose
Functional Cookies	We use these cookies to help enhance the website functionality by remembering your site preferences, region and language.
Application Firewall Cookie	This cookie is set by a third-party web application firewall to help maintain the security and performance of our website. Some traffic may receive a challenge to check if it is genuine and if it is, a cookie is set so the user isn't challenged again.

### Analytical/performance

We use the following analytical/performance cookies:

Description	Purpose
Performance & Analytics	These cookies collect information about how you use our website. Performance cookies help us to identify popular areas of our website so that we can adapt the content of our website more specifically to your needs and thereby improve your experience.
Cookies Google Analytics	These cookies are used to collect information about how visitors use our website. We use the information to compile reports and to help us improve the website. The cookies collect information in a way that does not directly identify anyone, including the number of visitors to the website and blog, where visitors have come to the website from and the pages they visited.