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Privacy Policy

Matrix Plastics is committed to protecting the privacy of its customers and suppliers in accordance with applicable laws and regulations. Matrix Plastics supports the fundamental rights to privacy and data protection as well as compliance with national and international privacy laws, including the General Data Protection Regulation (GDPR).

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Matrix Plastics collects your personal information that you provide to us to create an account, when you call us, use online account tools, report service issues, complete surveys, enter contests and promotions, or otherwise communicate with us. This information may include your name and contact information such as billing address, email address and phone numbers. We may also collect information about your account and your use of our services, which may include your account number, billing and payment history.

We may collect information that is sent to us automatically by your web browser. This information typically includes your Internet Protocol (IP) address, the identity of your internet service provider, the name and version of your operating system and browser, the date and time of your visit, the page that linked you to

Matrix Plastics, and the pages you visit. We also may obtain data and information about you from third-parties, e.g. credit information from credit reporting agencies.

How We May Use Your Personal Information

We comply with our legal obligations in the following ways:

- Keep personal data up to date;
- store and destroy it properly;
- protect personal data from loss, misuse, unauthorised access and disclosure; and
- ensure that appropriate technical measures are in place to protect personal data.

Legal Basis for Processing Your Personal Data

Processing may be necessary for the legitimate interests of Matrix Plastics or a third-party, except where such interests are in conflict with your interests, rights or freedoms. Processing may be necessary for the entering or performance of a contract with you. For certain additional purposes, your personal information will only be used with your explicit consent.

In particular, your personal information may be used:

- To provide you with effective and efficient customer service;
- to provide products, information and services you request;
- process orders you place on our websites;
- for analytical purposes;
- to improve the content, functionality, performance and usability of our website;
- to provide technical support and troubleshooting;
- in connection with our legal rights and obligations; and
- for certain additional purposes only with your explicit consent.

Your Choices

We respect your right to make choices about the ways we collect, use and disclose your personal information. Where appropriate you are asked to indicate your choices at the time we collect your

personal information. If you receive email or marketing communications, you may "opt-out" of that service at any time by using the unsubscribe feature included in the e-mails.

How We May Share Your Personal Information

If permitted by applicable law, we may share your information:

- Within Matrix Plastics and its affiliates for the purposes set forth in this online Privacy Notice.
- With our Third-Party Service Providers that perform services on our behalf. Our third-party service providers are required to use adequate privacy protections and may use the information only for the purpose of providing services to Matrix Plastics. Matrix Plastics does not sell, rent, and trade your personal information. Matrix Plastics may transfer your personal information outside the country or geographic region in which you are located. Where we do so, we will ensure appropriate safeguards are in place.
- Business Transactions and Transfers Matrix Plastics may buy, sell, form, or otherwise reorganize one or more of its businesses or sell stock or assets, for example, as the result of a sale, merger, reorganisation or liquidation. A transaction of this type may involve the disclosure of your information to prospective purchasers or partners. In this case, we will ensure appropriate safeguards and strict confidentiality provisions are in place.
- Compliance with Laws and Protection of Our Rights and the Rights of Others We may disclose personal information when we, in good faith, believe disclosure is appropriate to comply with the law, a court order or a subpoena. We may also disclose personal information to cooperate with a government investigation; to prevent or investigate a possible crime, such as fraud or identity theft; to enforce or apply our online terms of use or other agreements; or to protect our own rights or property or the rights, property or safety of our users or others.

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Children's Privacy

We do not knowingly collect information from children to sell or promote our products or services. Visitors must have an age of at least 18 years to submit registration or survey information. If you believe a person below the age of eighteen has sent personal contact information to Matrix Plastics, please contact us immediately at the address listed below and we will use reasonable efforts to promptly remove that information from our databases.

Security

Matrix Plastics follows industry-standard practices to secure the information we collect to prevent the unauthorised access, use, or disclosure of information. These security practices include technical, administrative, and physical safeguards. Matrix Plastics applies appropriate measures to protect the personal information in Matrix Plastics' possession from loss, misuse, unauthorised access, disclosure, alteration and destruction. Matrix Plastics takes commercially reasonable precautions to protect the confidentiality, integrity and security of your personal information.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

- **SSL Protection** Some password-protected areas of our website(s) require a secure connection with your computer. We use an encryption technology called Secure Socket Layers (SSL). A secure connection is maintained until you leave the secure area of the site. Matrix Plastics cannot guarantee the safety of transmitting personal information over the Internet.

- **Password Protection** You are responsible for maintaining the confidentiality of your passwords. We have the right to assume that anyone accessing one of our websites using a password assigned to you has the right to do so. You will be solely responsible for the activities of anyone accessing our websites using a password assigned to you. You must promptly change your passwords if you see a risk of your password being compromised.

Retention

Your personal information may be retained by Matrix Plastics for the legally required timeframe. Afterwards we will securely destroy your personal data according to our internal policies and procedures.

Your Rights

Your rights in relation to your personal information include the ability to:

- Access your personal information and to certain other supplementary information that this Privacy Notice is designed to address;
- correct your personal information if it is found to be inaccurate or out of date;
- have your personal information deleted;
- restrict or object to the processing of your personal information, in particular when the organisation is relying on its legitimate interests as the legal ground for processing;
- transfer your data in a portable format, in particular when the processing is based on your consent or is carried out by automated means;
- complain to a supervisor authority;
- withdraw your previously provided consent to the use of your personal information; and
- request restriction is placed on further processing where there is a dispute in relation to the accuracy or processing of your personal data.

If you have created an account or a personal profile on one of our websites, you should be able to access and update some or all of your personal information. If you wish to access, update or correct other personal information, please contact us. We may ask you for additional information to verify your identity. In most cases, we will update information as requested, if we have no reason to limit or deny your request as permitted or required by law, or if we are unable to verify your identity.

Contact Matrix Plastics

To exercise all relevant rights, queries or complaints please contact Matrix Plastics in the following ways:

- E-mail Matrix Plastics at sales@matrix-plastics.co.uk;
- or send postal mail to:

Matrix Plastics Ltd
141 Edinburgh Avenue
Slough
Berkshire
SL1 4SS

The GDPR also gives you the right to lodge a complaint with a supervisory authority, in particular in the European Union (or EEA) state where you work, live or where any alleged infringement of data protection laws occurred.

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