



Privacy Policy

Legal Section

We respect the privacy of everyone who visits this site. Our policy on the collection and use of personal information is outlined below.

We collect and use personal information for business purposes only

In order to:

- process orders or applications submitted by you;
- administer or otherwise carry out our obligations in relation to any agreement you have with us;
- anticipate and resolve problems with any goods or services supplied to you;
- create and inform you of products or services that may better meet your needs.

We need to collect and process personal information about you (including your name, address, telephone number and email). We may ask you for this information on our web site.

We will not disclose any personally identifiable information without your permission unless we are legally entitled to do so (for example, if required to do so by Court order or for the purposes of prevention of fraud or other crime). You will be treated as having given your permission for disclosures referred to in this policy.

Providing you with the best service

It is very important to us that we provide you with the highest level of service. In order to help us to do this, we may use the information you supply to us or we may disclose it to selected third parties for:

- market research and tracking of sales data;
- sending you information about products and services;
- giving the information to associate offices and companies to enable them to send you information which may be of interest to you;
- administering and running Competitions, prize draws and other promotions.

Please note that where you have given us your contact details (inclusive of telephone and email), we or the selected third parties (if you have agreed that we may disclose your data to them) may contact you directly by in relation to the above.

Before you provide any personal information to us through our web site, we will ask you to click on a button to consent to use of this personal information in accordance with this privacy policy. You will also have options to tell us not to use and/or

disclose to third parties your personal information for the purposes set out above. You may at any time change these options by contacting us as set out below.

If you do ask us not to use/disclose or to stop using/disclosing your personal data, neither we nor our associate offices or companies will use your personal data for marketing purposes and/or disclose such information to third parties for marketing purposes.

If, however, you are or have been a customer of ours then we may continue to process data and contact you by telephone or email if you have given us your telephone number or email address for the purpose of administrating and otherwise in connection with any agreement that you have with us. This requirement will continue for as long as we have an agreement with you and for a reasonable period of time afterwards.

Non personal information

We may automatically collect non-personal information about you such as the type of internet browsers you use or the web site from which you linked to our site. You cannot be identified from this information and it is only used to assist us in providing an effective service on this web site. We may from time to time supply the owners or operators of third party web sites from which it is possible to link to our site with information relating to the number of users linking to our web site from such third party web site. You cannot be identified from this information.

Information placed on your computer

We may store some information (commonly known as a "cookie") on your computer when you look at our site. This information facilitates your use of our web site and ensures that you do not need to re-enter your details every time you visit it. You can erase or block this information from your computer if you want to (your help screen or manual should tell you how to do this).

Keeping our records accurate

We aim to keep our information about you as accurate as possible. If you would like to review or change the details you have supplied us with, please contact us as set out below.

Security

We have implemented technology and policies to safeguard your privacy from unauthorised access and improper use and will continue to update these measures as new technology becomes available.

Third Parties

We cannot be responsible for the privacy policies and practices of other web sites, even if you access them using links from our web site, and recommend that you check the policy of each site you visit.

In addition, if you linked to our web site from a third party web site, we cannot be responsible for the privacy policies and practices of the owners or operators of the third party web site from which you linked to our web site and recommend that you check the policy of that third party web site and contact the owner or operator of such web site if you have any concerns or questions.

Contacting us

If at any time you would like to contact us, you can do so by any of the following means:

Email:

info@gleaner.co.uk

Freephone:

0800 833 534

Letter:

Gleaner Oils Ltd, Milnfield, Elgin, Scotland. IV30 1UU