

# Privacy Policy

This privacy policy explains how BTS Grab & Supply will use any personal information we collect about you when you use this website.

Topics:

- What information do we collect about you?
- How will we use the information about you?
- Marketing
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

## What information do we collect about you?

We collect information about you when you register/enquire with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys or provide feedback. Website usage information is collected using cookies.

## How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

We use your information collected from the website to personalise your repeat visits to our website. Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

BTS Grab & Supply will not share your information for marketing purposes with other companies.

In processing your order, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

## Marketing

We would like to send you information about products and services of ours and other companies in our group, which may be of interest

# Privacy Policy

to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email [info@btsgrab.co.uk](mailto:info@btsgrab.co.uk).

## Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email [info@btsgrab.co.uk](mailto:info@btsgrab.co.uk) or write to us at the address below. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 4<sup>th</sup> February 2025.

## How to contact us

## Privacy Policy

Please contact us if you have any questions about our privacy policy or information we hold about you by email [info@btsgrab.co.uk](mailto:info@btsgrab.co.uk)