

WEBSITE TERMS OF USE

We appreciate your interest in us

1. INTRODUCTION

- 1.1 We are Cooper Freer Limited, a company registered in England and Wales under company number 1523037 and with our registered office at 44 Kenilworth Drive, Oadby Industrial Estate, Leicester, LE2 5LG. Our main trading address is the same. Our VAT number is 849739071.
- 1.2 These are the terms of use on which you may make use of our website. In addition, please also read our Privacy and Cookie Policy, which explains what kind of information about you that we may gather and process.
- 1.3 We thank you for reading the contents of this page, and for visiting the website. By using our site, you confirm that you accept these terms of use and that you agree to comply with them.
- 1.4 We may revise these terms of use at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding on you.
- 1.5 If you place orders for any goods from this site, your purchase will be governed by our Terms and Conditions of Sale.

2. ACCOUNT INFORMATION AND USER IDENTIFICATION

- 2.1 User accounts can only be created if we have registered your company as a customer. By registering your details with us you warrant that you are acting in the course of your business, trade or profession.
- 2.2 It is your responsibility to ensure the confidentiality of your account, user identification, password or any other information provided as part of our security procedures. You agree to accept responsibility for all activities that occur using your account, user identification or password and acknowledge that we shall not be liable to any person for any loss or damage which may arise as a result of your failure to keep this information secure. Please let us know immediately if you believe that your password, user identification or any other information provided as part of our security procedures has become known to anyone else, or if this information is being, or is likely to be, used in an unauthorised manner.
- 2.3 We reserve the right to disable any user identification, account or password, at any time, if in our opinion you have failed to comply with any of the provisions of these conditions of use.

3. OUR LIABILITY

- 3.1 Although we have made every effort to ensure that the information on this website is accurate and up to date, you should not rely on it as it is provided on an 'as is' basis and for guidance only. We and our affiliated companies do not make any warranty of any kind (expressed or implied) as to, or accept liability for, (in each case to the extent permitted by law), the accuracy, completeness, currency or reliability of any information contained on this website.
- 3.2 We accept no liability for any damages, whether direct, indirect, special, consequential, punitive or other for:

3.2.1 loss of profits, business interruption or expenses;

3.2.2 any loss of goodwill or reputation; and

3.2.3 loss of programs or other data on your information handling system or otherwise.

that arises from your use or inability to use this website or its contents.

3.3 Nothing in these terms shall exclude or limit our liability to the extent that this is not permitted by law.

4. INTELLECTUAL PROPERTY RIGHTS

The contents of the website, including but not limited to logos, trademarks, trade-names, text, images, graphics, sound, animation and video files, and their arrangement on the website are proprietary to us or our affiliates subject to intellectual property protection. No content of the website may be reproduced, copied, transferred, published, distributed, modified, reposted, or placed onto other websites or documents, without prior written authorization. All intellectual property rights contained in the website, including copyrights, trademarks, trade secret and patent rights, are reserved and any use without prior written authorization from the respective owner is strictly prohibited. Nothing contained on the website shall be construed as granting any express or implied license or right to use our or our affiliates' intellectual property.

5. LINKS TO THIRD PARTY WEBSITES

Some of our web pages may contain links to third party websites. Please note that we and our affiliate companies are not responsible for the privacy policies, content, or practices of such other websites or their owners or operators.

COOKIE POLICY

This Cookie Policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed. If you have any questions or queries please contact us at our main office address.

We occasionally modify our Cookie Policy. If we do this we will post those changes on this page so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it. Please check this Policy frequently to ensure that you are aware of any changes.

1. COLLECTION AND USE OF YOUR PERSONAL INFORMATION

- 1.1 We will not collect your personal information without your knowledge and permission, nor will we sell or rent any such data.
- 1.2 In order to provide you with a specific product or service, or to process a transaction, we may collect and process the following information about you:
 - 1.2.1 information that you provide when filling in forms on our website (such as your registration details);
 - 1.2.2 correspondence, or a record of it, if you should contact us;
 - 1.2.3 details of your visits to our website (including, but not limited to, traffic data, location data, weblogs and other communication data) and the resources that you access; and
 - 1.2.4 information about your computer, including your computer's IP address, the type of Internet browser and computer operating system used and the domain name of the site from which you visited our website. This information does not identify you as an individual but does identify your Internet service provider.
- 1.3 You agree that we may obtain, hold and use any personal information you provide for the purposes of providing you with our services and ancillary services (the **Purposes**). The Purposes include, without limitation:
 - 1.3.1 processing your order;
 - 1.3.2 storing and processing information to better understand your needs and personalising and improving the website and our products and services;
 - 1.3.3 to respond to any enquiries you have made or to inform you of any changes to our products and services or terms;
 - 1.3.4 to conduct surveys or promotions;
 - 1.3.5 for the purpose of marketing our other products and services to you (by post, telephone, fax, email or other available method) unless you indicate or subsequently notify us that you do not wish to receive such material;
 - 1.3.6 for the prevention of fraud or for any purpose required by law or regulatory authority; and
 - 1.3.7 for our accounting purposes.

- 1.4 You consent to the transfer of your personal information to countries outside the European Economic Area (which countries may not provide the same protection for your personal information as the UK), in the unlikely event that the processing of your personal information involves such a transfer.

2. **SHARING YOUR INFORMATION**

- 2.1 Your personal information may be disclosed to other businesses within our group and to third parties who will help process your order. By submitting your information you agree that we may do so.
- 2.2 We will not disclose your personal information to any third party without your consent, unless required to do so by law, or unless we in good faith believe such action is necessary to (i) perform a task carried out in the public interest, or (ii) to defend our rights or property or those of our affiliate companies.

3. **SECURITY**

We will take all appropriate measures to keep your personal information secure and to prevent your personal information and other data on our servers from unauthorized access, loss, or alteration. However, no server or transmission over the Internet can be guaranteed to be one hundred per cent secure. Therefore, any activity or communication is conducted at your own risk.

4. **LINKS TO OTHER WEBSITES**

Some of our web pages may contain links to third party websites. Please note that we are not responsible for the privacy policies, content, or practices of such other websites or their owners or operators.

5. **ACCESSING PERSONAL INFORMATION**

- 5.1 If you would like to remove, correct, update, or access your personal information, or if you have any related concerns, please contact us.

6. **COOKIES**

- 6.1 When you visit our website, we may send “cookies” to your computer. A cookie is a small text file or piece of data that a website that you visit can place or save onto your computer to enable additional features of the website to work.
- 6.2 Cookies do not themselves contain any of your personal information. However, if you provide us with your personal information (eg: your registration details), such information may be linked to the data stored in the cookie. We may use third parties to assist us in collecting or processing information obtained through cookies.
- 6.3 We use the following cookies:
 - 6.3.1 **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services. We use these to adapt website content or functions, track site visits of users or improve our users' browsing experience.
 - 6.3.2 **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. We use these to compile anonymous statistics related to patterns and trends of browsing, analyse sales data or conduct marketing research.

7. HOW CAN YOU PREVENT COOKIES?

- 7.1 With most Internet browsers, you can set the browser to block cookies, erase cookies from your computer hard drive, or notify you that a web page contains cookies before a cookie is stored. Please refer to your browser instructions or help screen to learn more about these functions. Please note that some of our web pages may not work properly without the use of cookies.