

# Zixtel Privacy and Cookie Policy

Zixtel Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, [www.Zixtel.com](http://www.Zixtel.com) ("Our Site") and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of Our Site and if you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

## Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

**"Cookie"** means a small text file placed on your computer or device by **Our Site** when you visit certain parts of **Our Site** and/or when you use certain features of **Our Site**. Details of the Cookies used by **Our Site** are set out in Part 14, below; and

**"Cookie Law"** means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;

## **We are a registered with the Information Commissioners Office under registration reference: Z3271715**

This privacy policy sets out how we use and protect any information that you give when you use this website and applies only to your use of this site. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, and then you can be assured that it will only be used in accordance with this privacy statement.

## **What is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers

For making an enquiry or placing an order, our website may collect the following information. Your name and appropriate contact information including email address, address, telephone number, preferences and interests. We require this information to understand your needs and provide you with more information for the product(s)/service(s) you have requested. Your information may also be stored in a CRM system for internal record keeping.

We may use the information to improve our products and services. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. From time to time, we may also use your information to contact you for market research purposes. We may use the information to customise the website according to your interests. It is our policy never to sell or pass on your personal details to any other organisation; this includes your name, premises or e-mail addresses and the details submitted on the contact us form. Zixtel Ltd respect your privacy and ensure that the information you submit will only be used in accordance with business dealings between yourselves and us and no 3rd party unless we are legally obliged to do so.

We operate an opt-in policy for any Email addresses that are collected under normal business operation, this includes Email addresses submitted by the contact form and Email addresses collected via telephone and paper documentation completed by Servers and Spares and the Client. These Email addresses are added to our mailing list, where we will send our special offers and news. If you wish to unsubscribe please use the unsubscribe link at the bottom of the Email.

Cookies are small data files that Web sites often store on your computer's hard drive when you visit their sites. A cookie may contain information (such as a unique user ID), that is used to track the pages of the sites you've visited. You can refuse cookies by turning them off in your browser. You can read more about how to disable cookies in the Help menu of your browser.

We use several different cookies on our site. If you do not know what cookies are, or how to control or delete them, then we recommend you visit [ico.org.uk](http://ico.org.uk) page for detailed guidance.

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our products AND/OR services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected always.

By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, services, and/or parties other than us. All Cookies used by and on Our Site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a prompt requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended. You will be given the opportunity to allow only first-party Cookies and block third-party Cookies.

Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be "strictly necessary". These Cookies are shown in the table below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser's settings as detailed below, but please be aware that Our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them

COOKIE Name	COOKIE Description
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We operate an implied consent policy which means that we assume you are happy with this usage. If you are not happy, then you should either not use this site, or you should delete our cookies having visited the site.

On our site you will see social media buttons. These enable users to share or bookmark the web pages. We use LinkedIn, Facebook, Twitter, Instagram, and You Tube. To implement these buttons and connect them to the relevant social networks and external sites; there are scripts from domains outside of our website. You should be aware that these sites are likely to be collecting information about what you are doing all around the internet, including on this website. So, if you click on any of these buttons, these sites will be registering that action and may use that information. In some cases, these sites will be registering the fact that you are visiting our site, and the specific pages you are on, even if you don't click on the button if you are logged into their services. You should check the respective policies of each of these sites to see how exactly they use your information and to find out how to opt out, or delete, such information.

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Zixtel Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided

#### List of cookies we collect

The table below lists the cookies we collect and what information they store.

<b>CART</b>	The association with your shopping cart.
<b>CATEGORY_INFO</b>	Stores the category info on the page, that allows to display pages more quickly.
<b>COMPARE</b>	The items that you have in the Compare Products list.
<b>CURRENCY</b>	Your preferred currency
<b>CUSTOMER</b>	An encrypted version of your customer id with the store.
<b>CUSTOMER_AUTH</b>	An indicator if you are currently logged into the store.
<b>CUSTOMER_INFO</b>	An encrypted version of the customer group you belong to.
<b>CUSTOMER_SEGMENT_IDS</b>	Stores the Customer Segment ID
<b>EXTERNAL_NO_CACHE</b>	A flag, which indicates whether caching is disabled or not
<b>FRONTEND</b>	Your session ID on the server.
<b>GUEST-VIEW</b>	Allows guests to edit their orders
<b>LAST_CATEGORY</b>	The last category you visited
<b>LAST_PRODUCT</b>	The most recent product you have viewed
<b>NEWMESSAGE</b>	Indicates whether a new message has been received
<b>NO_CACHE</b>	Indicates whether it can use cache
<b>PERSISTENT_SHOPPING_CART</b>	A link to information about your cart and viewing history if you have asked the site.
<b>POLL</b>	The ID of any polls you have recently voted in
<b>POLLN</b>	Information on what polls you have voted on
<b>RECENTLYCOMPARED</b>	The items that you have recently compared
<b>STF</b>	Information on products you have emailed to friends
<b>STORE</b>	The store view or language you have selected
<b>USER_ALLOWED_SAVE_COOKIE</b>	Indicates whether a customer allowed us to use cookies
<b>VIEWED_PRODUCT_IDS</b>	The products that you have recently viewed
<b>WISHLIST</b>	An encrypted list of products added to your Wishlist
<b>WISHLIST_CNT</b>	The number of items in your Wishlist