



## SPICE LABS LTD T/A SPICEBOX PRIVACY POLICY

### **Purpose of this privacy policy**

This privacy policy explains what personal information Spice Labs Ltd (trading as SpiceBox) may collect about you, how we may use it and what we do to keep it secure. We also explain your rights in respect of your personal information and how to contact us should this become necessary.

Spice Labs Ltd is 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, then you can be assured that it will only be used in accordance with this privacy statement.

Spice Labs 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.

### **What information we collect**

We may collect information about you from our website, from phone calls, emails and other written and verbal communications including job applications.

This could include:

- Name.
- Organisation/business.
- Contact information including email address.
- Employment references (for candidates and employees only).
- National Insurance numbers and any other information relevant to gain employment with us (for employees only).
- Demographic information such as postcode, preferences and interests.
- Other information relevant to customer surveys and/or offers.

We may also process information that is available from public sources e.g. social media.

### **What we do with the information we gather**

We require this information for the following reasons:

- 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 contact you by email, phone or mail.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. 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.

## **Controlling your personal information**

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [hello@spicelabs.co.uk](mailto:hello@spicelabs.co.uk)

## **Sharing your information**

We may share your information with third parties such as MailChimp or SurveyMonkey in order to send you marketing communications or to canvass your opinion.

We may pass your information to our third party service providers and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example our website infrastructure provider or accountant for payroll purpose.

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have agreements in place that require them to keep your information secure and not to use it for their own direct marketing purposes.

## **Events and opportunities**

Occasionally we would like to send you information about our services and events by email or phone where you have given prior consent. If you prefer not to receive information from us please contact us by email or phone. You can change your mind at any time.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

## **Accessing your information**

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to [hello@spicelabs.co.uk](mailto:hello@spicelabs.co.uk).

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.