

## Mayflex Group Privacy Notice

We understand that privacy and the security of Your personal information is extremely important. This privacy statement explains what personal data Mayflex collects from You, through our interactions with You and through our products, and how We use that data. Personal data is any information relating to an identified or identifiable living person. Mayflex processes personal data for numerous purposes, and the means of collection, lawful basis of processing, use, disclosure, and retention periods for each purpose may differ.

Topics:

- Personal Data We Collect
- Cookies
- How We Use Personal Data
- When We Might Share Your Personal Data With Third Parties
- Mayflex Security Measures
- How Long We Keep Your Data For
- Your Rights
- Children
- Other Websites
- Changes To Our Privacy Notice
- Data controller and contact information

### Personal Data We Collect

We collect information about You when You register with Us or place an order for products or services.

We do this to operate effectively and provide You the best customer experience.

You may provide this data directly such as when You:

- register to open an account with one of our operative branches (Mayflex UK Limited, Excel Networking Solutions Limited and Mayflex MEA DMCC);
- register to use our website, applications or services (including free trials); this may include Your name, address, email address, and telephone number. We may also ask You to provide additional information about Your business and Your preferences;

- place an order using our websites, applications, or services; this may include Your name (including business name), address, contact (including telephone number and email address), and payment details;
- complete online forms (including call back requests), take part in surveys, post on our message boards, post any blogs, enter any competitions or prize draws, download information such as white papers or other publications, or participate in any other interactive areas that appear on our website or within our application or service;
- provide Your contact details to Us when registering to use or accessing any websites, applications, or services We make available or when You update those details; and
- order from our trade counter;
- apply to become an Excel Accredited Partner (ECP Excel Cabling Partner, ESP Excel Solution Partner, EDP Excel Distribution Partner);
- contact our customer and technical service for support;
- sign up to our newsletters;
- call Us or email Us to require information on our products and services.
- apply for a job position; • interact with Us using social media;
- contact Us offline, for example by telephone, fax, SMS, email or post.

We collect personal data directly such as name, age, gender, address and e-mail address as well as indirectly such as through cookies; connection and system information.

We also obtain data from third parties to the extent permitted by applicable law. These might include marketing companies from which We purchase demographic data, publicly available sources (such as open government databases), credit agencies, and so on.

You can provide Your personal data if You wish. We only collect personal data that YOU want to provide to Us or that is needed to provide (and improve) Our service to You. You may want to give Us Your e-mail address, name, telephone number and so on so that We can provide You with information on our products; enter You into our competitions or surveys; or just keep You updated about exciting Mayflex developments and events that You are interested in. Some website functionality may be unavailable to users who do not provide their data, or who do not consent to the use of Cookies and similar technologies on this site.

When You are asked to provide personal data, You may decline. But if You choose not to provide data that is necessary to provide a product or feature, You may not be able to use that product or feature.

The data We collect depends on the type of interaction You have with Us, the choices You make within Your consent form or within Your privacy settings and it can include the following:

- Name and contact data
  - We collect Your first and last name, email address, postal address, phone number, and other similar contact data.
- Credentials
  - We collect passwords, password hints, and similar security information used for authentication and account access.
- Demographic data
  - We collect data about You such as Your age, gender, country, and preferred language.
- Payment data
  - We collect data necessary to process Your payment if You make purchases, such as Your payment instrument number (such as a credit card number), and the security code associated with Your payment instrument. If You are paying by credit card We do not retain any records after processing the payment.
- Device and Usage data
  - We collect data about Your device and how You and Your device interact with Microsoft and our products.
  - For example, We collect:
    - Product use data. We collect data about the features You use, the items You purchase, and the web pages You visit.
    - Device, connectivity and configuration data. We collect data about Your device and the network You use to connect to our products. It includes data about the operating systems, regional data and language settings.

## Cookies

Our website uses cookies, as almost all websites do, to help provide You with the best experience We can. Cookies are small text files that are placed on Your computer or mobile phone when You browse websites.

Our cookies help Us:

- Make our website work as You'd expect
- Remember Your settings during and between visits
- Improve the speed/security of the site
- Personalise our site to You to help You get what You need faster
- Continuously improve our website for You
- Make our marketing more efficient (ultimately helping Us to offer the service We do at the price We do)

We do not use cookies to:

- Collect any personally identifiable information (without Your express permission)
- Collect any sensitive information (without Your express permission)
- Pass data to advertising networks
- Pass personally identifiable data to third parties
- Granting Us permission to use cookies

If the settings on Your software that You are using to view this website (Your browser) are adjusted to accept cookies We take this, and Your continued use of our website, to mean that You are fine with this. Should You wish to remove or not use cookies from our site You can learn how to do this below, however doing so will likely mean that our site will not work as You would expect.

## Website Function Cookies

Our own cookies (SESS\*)

We use cookies to make our website work including:

- Making our shopping basket and checkout work
- Determining if You are logged in or not
- Remembering Your search settings
- Tailoring content to Your needs
- Remembering Your preferences such as dashboard layouts

There is no way to prevent these cookies being set other than to not use our site.

### **Third party functions**

Our site, like most websites, includes functionality provided by third parties. A common example is an embedded YouTube video. Our site includes the following which use cookies:

- YouTube - Privacy Policy powers the videos on our site

Disabling these cookies will likely break the functions offered by these third parties

### **Visitor Statistics Cookies (\_gat, \_ga, \_gid)**

We use cookies to compile visitor statistics such as how many people have visited our website, what type of technology they are using (e.g. Mac or Windows which helps to identify when our site isn't working as it should for particular technologies), how long they spend on the site, what page they look at etc. This helps Us to continuously improve our website. These so called "analytics" programs also tell Us if how people reached this site (e.g. from a search engine) and whether they have been here before helping Us to put more money into developing our services for You instead of marketing spend.

We use: Google Analytics

### **Turning Cookies Off**

You can usually switch cookies off by adjusting Your browser settings to stop it from accepting cookies ([Learn how here](#)). Doing so however will likely limit the functionality of our's and a large proportion of the world's websites as cookies are a standard part of most modern websites.

It may be that You concerns around cookies relate to so called "spyware". Rather than switching off cookies in Your browser You may find that anti-spyware software achieves the same objective by automatically deleting cookies considered to be invasive.

### **How We Use Personal Data**

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.

The processing of such Data is necessary for Us in order to be able to manage Our contractual relationship efficiently. Your Data will be accessed by Our employees on a need-to-know basis only, in accordance with the purposes set forth above or insofar as such access is required by law. We may also share Your Data with Our affiliates for the purpose of processing Your order, conducting the delivery of the products to Your premises and any other auxiliary operation, as necessary.

We Use Your information collected from this Website to personalise Your repeat visits to our Website. If You agree We shall pass on Your personal information to our group of companies so that they may offer You their products and services.

***Your personal data will be not shared outside of Mayflex for marketing purposes.***

### **When We Might Share Your Personal Data With Third Parties**

We will only share personal data with third parties when We are legally permitted to do so. When We engage with third parties We put contractual arrangements and security mechanisms in place to protect the data and to comply with our data protection, confidentiality and security standards.

We might share Your personal data without obtaining any further consent to complete any transaction or provide any product You have requested or authorized. For example:

- when You provide payment data to make a purchase, We will share payment data with banks and other entities that process payment transactions or provide other financial services, and for fraud prevention and credit risk reduction;
- when We deliver products You purchased We share Your data with third parties postage providers or couriers;
- when We activate Your products, or warranty We might share Your data with vendors and subcontractors;
- where We outsource any of our business functions under which We collect or store Your data, in which case We will ensure that any such service provider adheres to at least the same obligations of security with regard to Your data as undertaken by Us;
- where We sell or buy any business or assets, in which case We may disclose Your personal data to the prospective seller or buyer of such business or assets;

If We are under a duty to disclose or share Your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms & Conditions and other agreements; or to protect our rights, property, or safety of our employees, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

In particular We might transfer personal data to:

- Sonepar SAS (which is our ultimate parent company) for administrative and legal purposes related to internal and external auditing;
- Third party organisations that provide applications/functionality, data processing or IT services to Us;
- Third party organisations that otherwise assist Us in providing goods and information (i.e. couriers, etc.);
- Auditors and other professional advisors;
- Law enforcement or other government and regulatory agencies or to other third parties as required by, and in accordance with, applicable law or regulation;.

Unless otherwise indicated in this privacy policy, We will not transfer any of Your personal data to any third parties without Your permission.

### **Mayflex Security Measures**

Mayflex takes security measures in line with data protection regulations. These measures are designed in order to prevent data loss, preserve data integrity, and regulate access to the data. Only authorized Mayflex employees, and authorized employees of our third-party service providers' processing data on our behalf, have access to Your personal data.

All Mayflex employees who have access to Your personal data are required to adhere to the Mayflex Confidentiality and Data Protection policies.

### **How Long We Keep Your Data For**

We will retain Your Data for the duration of Our contractual relationship plus the relevant prescription period, except to the extent that We are required by law to retain it for a longer period of time (in which case, We will retain it for the period required by law).

## **Your Rights**

You have the right to obtain information and access the data that We are processing about You, and to request that such data be (i) rectified if it is inaccurate or incomplete, (ii) erased if it is no longer necessary for the purpose of the processing, or (iii) that its processing be restricted in certain circumstances. You may also object to the processing of Your data that We conduct in Our legitimate interests, on grounds relating to Your particular situation.

If You would like a copy of some or all of Your personal information, please email [DataProtection@Mayflex.com](mailto:DataProtection@Mayflex.com) or write to Us at the following address. Where You made Your request by electronic form means, We shall provide the information by electronic means where possible.

We will endeavour to answer Your request without delay and within one month of receipt. If due to either the complexity of Your request or the number of requests received at the same time, We need to extend this period by up to two further months, We will inform You within one month of receipt of any such extension together with the reasons for the delay.

You also have the right to lodge a complaint with the Information Commissioner Office ([www.ico.org.uk](http://www.ico.org.uk)) if You think that any of Your rights have been infringed by Us.

We want to make sure Your personal information is accurate and up to date. You may ask Us to correct or remove information You think is inaccurate.

## **Children**

Mayflex internet sites are not intended for children under 13 years of age. Mayflex will not knowingly solicit or collect personal information from or about children on its Internet Sites except as permitted under applicable law.

## **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 Notice**

We keep our Privacy Notice under regular review and We will place any updates on this Web page.

## **Data controller and contact information**

The Data Controller is Mayflex Group Limited (registered in England under registration no. 06735518, ICO registration n. Z1873500) with registered office at Excel House Junction Six Industrial Park, Electric Avenue, Birmingham, B6 7JJ, United Kingdom.

If You have any questions about this privacy statement or how and why We process personal data, please contact Us at:

Mayflex Group Ltd  
Data Protection Team  
Excel House  
Junction 6 Industrial Park  
66 Electric Avenue  
Birmingham  
B6 7JJ  
United Kingdom

Email: [DataProtection@Mayflex.com](mailto:DataProtection@Mayflex.com)  
Telephone: +44 121 326 7557