

## Privacy and Anti-Spam Policy



Hands On Production Services Ltd is committed to preserving your privacy while at the same time providing a professional, useful and personalised service. We have a developed and enforced anti-spam policy to establish and protect trust between our customers and ourselves.

### 1. What is Spam?

Spam is the term used on the Internet to describe unsolicited e-mail messages. Hands On is committed to contacting customers/subscribers to provide only relevant information about the products/services which may be of interest to them.

### 2. What Information Do We Collect?

We collect information when a customer makes a contact with the company and completes or modifies a registration form. We also collect information about promotional e-mail and newsletters browsing patterns and email link usage. This information is only used in an aggregated form and helps us build an understanding of how to make the newsletters and promotional information more useful.

### 3. Use of Information Collected

The information we collect will be used only within Hands On Production Services Ltd and will not be disclosed or sold to any third parties.

### 4. Personal Data Maintenance

You can change your personal records and consents at any time on the website or by email. We will try to keep the information we hold about you as up to date as possible and may contact you from time to time via email, telephone or post.

### 5. Security

The personal information in our control is housed on the server in a commercially secure environment. However, not all aspects of the Web are secure and emails can be intercepted and we suggest you use caution when including sensitive information.

### 6. Anti-Spam Policy

Hands On Production Services Ltd. is very sensitive to issues regarding unwanted emails and Spam. If you have received unwanted or unsolicited email, please unsubscribe or notify us immediately. Contact us on [info@hands-on-uk.com](mailto:info@hands-on-uk.com) or call 0141 440 2005

### 7. Opt-in Tools

We take the issue of unwanted email seriously and provide the necessary tools within our technology to help assure and enforce the "opt-in" nature of the service, except where there is an existing customer relationship. All new subscribers will be presented with the option to confirm their subscription.

### 8. Unsubscribe

In every email sent, recipients are presented with the option to unsubscribe themselves from further communications. By clicking on this link they will be presented with the option to confirm their unsubscripton from the lists on which their email address is held.

### 9. Opt-out protection

When an email address is removed, the system remembers exactly who opted-out and can prevent this person from receiving any future communications from us.

### 10. Other

We may update this Policy from time to time and post the revision on this site. The Data Controller for the purposes of the Data Protection Act 1998 is stated below:

Hands On Production Services Ltd (E: [info@hands-on-uk.com](mailto:info@hands-on-uk.com); P:0141 440 2005)

If you have any questions regarding your personal information you can contact us at: [info@hands-on-uk.com](mailto:info@hands-on-uk.com)