

## Privacy Policy

E-mails and telephone calls to and from **pALM Bulk Solutions Ltd** may be recorded for training and quality purposes.

### General

While we do not generally require that you provide us with personally identifiable information, such as your e-mail address, name, mailing address, telephone number etc., (together “Personal Data”), in order to visit and use this web-site, and any sub-sites thereof, (together “the Site”), published and maintained by **pALM Bulk Solutions Ltd, 8 Columbine Road, Ely, Cambridgeshire, CB6 3WN**, please note that in order to take part in some of our functions and activities and to get access to some of our products or services, it will be necessary for you to provide Personal Data on certain areas of the Site.

By providing any Personal Data to us on the Site, you fully understand and unambiguously consent to collection, use, and transfer of such Personal Data on the terms and conditions outlined in this privacy notice (“Terms of Privacy”). If you do not agree to these Terms of Privacy, do not provide Personal Data to us on the Site. Moreover, we reserve the right to change or modify the Terms of Privacy at any time as posted, following for example changes in applicable legislation.

### Collection of Personal Data and other user information

**pALM Bulk Solutions Ltd** will only collect Personal Data on a mandatory basis where it is necessary for us to carry out one or more of requested functions or activities, or for you to get access to our products or services, and we will only collect it by lawful and fair means. Data entry on the Site for such mandatory information are marked with an \* or similar mark. **pALM Bulk Solutions Ltd** might request additional non-mandatory information from you in order to improve its knowledge of its customers or to conduct direct marketing or invite you to contest. You are free to respond to any such requests for additional information.

At or before collection we will take reasonable steps to ensure that you are aware of which **pALM Bulk Solutions Ltd** entity is collecting the Personal Data and for what specified purposes we need such Personal Data.

For each visitor to the Site, **pALM Bulk Solutions Ltd** web servers automatically recognize and store information which is not normally deemed to be Personal Data, such as the visitor’s IP address and domain name. We use user-information to understand visitor traffic patterns through the Site for purposes such as enhancing their usability. Your computer provides this user-information automatically each time you log on, unless you’ve activated blocking technology available in some browsers. When you visit the Site we may use so called “cookies” which stores certain user-information on your computer and allow us to customize your experience to better match your interests and preferences, or to simply facilitate your signing in to use the services. Most browsers will allow you to erase cookies from your computer hard drive, block acceptance of cookies, or receive a warning before a cookie is stored. However, if you block or erase cookies, we may not be able to restore any preferences or customization settings you previously specified, and our ability to

personalize your on-line experience would be limited. Please refer to your browser instructions to learn more about these functions.

### Use and disclosure of Personal Data

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### Destruction and up-date of Personal Data

Should the Personal Data held by us no longer be required by us for any of the purposes set out in the section "Use and Disclose of Personal Data" above, we undertake to take reasonable steps to destroy or de-identify the Personal Data after a reasonable period of time has elapsed. If you provide **pALM Bulk Solutions Ltd** with Personal Data, you shall have the right, on reasonable prior written notice, to request inspection, change, amendment, or deletion of such Personal Data. However, we reserve the right to, subject to applicable law, charge a reasonable fee for inspection of your Personal Data held by us. Instructions on how to request inspection change, amendment, or deletion of your Personal Data will be given at the point of collection, and if not given at the point of collection, such instructions will be provided upon request.

### Transfer of Personal Data

Unless it is for any of the purposes set out under the section "Use and Disclose of Personal Data" above, **pALM Bulk Solutions Ltd** will not transfer (other than for routing purpose) the Personal Data you provide on the Site to any third party, except (a) with your consent; (b) as may be required by law or court order; (c) to persons or companies with whom **pALM Bulk Solutions Ltd** has contracts to carry out the internal operations of the Site or our business; or (d) we reasonably believe that they are subject to law, binding scheme or contract which upholds principles for fair handling and adequate level of protection of Personal Data.

### Quality

We undertake to take reasonable steps to ensure that the Personal Data we collect from you are accurate, complete and up to date. However, you are under the obligation to provide only Personal Data which are accurate, complete and up to date at the time of the collection. Should you later on establish that Personal Data held by us are not accurate, complete and up to date, we will upon your written notice take reasonable steps to correct the Personal Data.

### Security

While **pALM Bulk Solutions Ltd** cannot guarantee that unauthorized access will never occur, rest assured that **pALM Bulk Solutions Ltd** takes great care in maintaining the security of your Personal

Data and in preventing unauthorized access to it through the use of appropriate technology and internal procedures.

### Contact Information

Should you have any inquiries concerning Personal Data held by us or our policy thereon, please send an e-mail to [andrew.palm.am@gmail.com](mailto:andrew.palm.am@gmail.com)