

Privacy Policy

Version: **LO 01.02** Date: **01/01/2020**

This privacy policy sets out how The New Era Group (known as New Era) uses and protects any information that you provide New Era when you interact with us, via for example, website, social media, email or telephone. New Era is a Group of companies that includes; New Era Fuels Ltd, Fuelbox Ltd, Tonbridge Fuels and Anglia Fuels.

New Era 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. New Era 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. This policy is effective from 1st January 2020.

WHAT WE COLLECT

We may collect the following information:

- Name and Job title or Position
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or promotional offers

WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and in particular 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, fax or mail. We may use the information to customise the website according to your interests
- Where applicable, we will share your business contact data with our selected supply chain and logistic partners. These partners do not lease or sell this data on to any other party

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 web page 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, this may include our other related companies within the New Era Group and associated industry partners.

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CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- 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 commercialteam@newerafuels.co.uk.

We will not sell or lease your personal information to third parties unless we have your permission or are re-quired by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. We may also share your contact data with specific and relevant supply chain partners, for operational purposes only, e.g. delivery and collection purposes.

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 Commercial Team, New Era Fuels Ltd, Lyn-ton House, 7-12 Travistock Square, London, WC1H 9BQ.

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.

Signed:

Reg Geggus

Position: CEO
Date: 01.01.2020

James Hunt

Position: Managing Director
Date: 01.01.2020

Stefan O'len

Position: Operations Director
Date: 01.01.2020

Steve Newman

Position: Finance Director
Date: 01.01.2020

Ben Leworthy

Position: Commercial Director
Date: 01.01.2020