

WEBSITE POLICIES & NOTICES

UK WEBSITE USAGE TERMS AND CONDITIONS

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Integra Well Solutions Ltd's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term 'Integra Well Solutions Ltd' or 'us' or 'we' refers to the owner of the website whose registered office is 3 West Craibstone Street, Bon Accord Square, Aberdeen AB11 6YW. Our company registration number is SC611966. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- *The content of the pages of this website is for your general information and use only. It is subject to change without notice.*
- *This website may use cookies to monitor browsing preferences. If you do allow cookies to be used, the following personal information may be stored by us for use by third parties:*
 - *name and job title*
 - *contact information (including email address)*
 - *firm or company*
 - *demographic information such as postcode, preferences, and interests*
 - *other information relevant to customer surveys and/or offers*
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- *From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).*
- *Your use of this website and any dispute arising out of such use of the website is subject to the laws of Scotland, England, Northern Ireland and Wales.*

WEBSITE POLICIES & NOTICES

PRIVACY NOTICE

Introduction

Integra Well Solutions Ltd was founded in 2018 and is based in the North East of Scotland providing engineering services and designed products predominantly to the Oil & Gas market in the UK and Internationally.

We are committed to protecting the privacy of all personal information obtained from you during any visits to the Integra Well Solutions Ltd website.

This Privacy Policy sets out the basis on which any personal data we collect from you, or that you choose to provide to us in connection with the Integra Well Solutions Ltd website (this "Website") will be processed.

This Website is operated by Integra Well Solutions Ltd.

Integra Well Solutions Ltd is the data controller (Company Registration number SC611966) for Integra Well Solutions Ltd.

What information do we collect?

This Website may collect and process data that you provide to us about you, for example through filling out the online contact form. Details of the information we may collect from you are as follows:

Contact form

- *We collect questions about our products and services, queries or feedback you leave, including your name and email address, if you use our online contact form enquiries@integrawellsolutions.com. We use these details to respond to the feedback/query you send us. In some instances, this information is passed to the authorised person in Integra Well Solutions Ltd that we believe can best respond or assist you.*

Calling our Main Telephone number

- *When you call the Integra Well Solutions Ltd main number on Tel: +44 (0)1224 211 411, you will be directed to specific persons within the organisation or may leave a voicemail message. If you have an enquiry, you may provide your name and contact details, so that they can assist with your query.*
- *When you call the Integra Well Solutions Ltd Main Telephone number, your telephone call may be recorded for training and quality purposes. Integra Well Solutions Ltd will keep these calls for a period of two years. After that time the calls are deleted. You may request for your call to the Integra voicemail not to be recorded or ask for it to be deleted at any time prior to its scheduled two-year disposal.*

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Information we collect from you

Information that we may collect in relation to your visits to this Website does not identify you personally. We only collect data you submit via the Contact form hosted on this website or voice recordings during telephone conversations. It provides us with data about how you use Integra Well Solutions Ltd and engage with us. We use this information to improve our products and services and make them more useful to you.

What we do with the information we collect

We use the information that we collect to understand your needs and provide you with a better product and service, including the following:

- *respond to any request/feedback you send us, if you have asked us to*
- *send email alerts to you, if you request them*
- *provide you with information about products and services, if you want it*

Where your data is stored?

We store your data on our secure servers in the UK.

How long do we keep your information?

We will not retain data longer than is necessary to fulfil the purposes for which it was collected or as required by applicable laws or regulations. Information will be stored and then destroyed in line with the Integra Well Solutions Ltd data retention schedule.

The only exceptions to the periods mentioned above are where:

- *the law requires us to hold your personal information for a longer period, or delete it sooner*
- *you have unsubscribed from a service (e.g. email newsletter)*
- *you exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law*

Who do we share your information with?

For business improvement (evaluation) purposes, we may also share your data with Integra Well Solutions Ltd professional advisers, consultants and contracted suppliers working on Integra Well Solutions Ltd behalf who are subject to obligations of confidence.

As required by law, we may disclose information to government bodies and law enforcement agencies for their enforcement purposes. We will never share information other than for the purpose for which it was provided to us. Integra Well Solutions Ltd will not sell your personal information.

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Security and virus protection

No data transmission over the internet can be guaranteed as totally secure. While we strive to protect such information, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, such transmission is at your own risk. We will not be liable for any damages or loss arising out of or resulting from any unauthorised access to, alteration to or modification of information contained on this website.

We make every effort to check and test our website during production. You must take your own precautions to ensure that the process which you employ for accessing this website does not expose you to risk of viruses, malicious computer code or other forms of interference which may damage your computer system. It is always wise for you to run an anti-virus program on anything you download from the internet.

We accept no liability for any loss, disruption or damage to your computer system or your data caused by using this website or arising because of having used the website.

Your rights

You have a right of access to any personal data we hold about you, by making a Subject Access Request (SAR).

In addition, if you believe that the data we hold is inaccurate or incomplete you can ask us to update our records. If you are unhappy with the way in which we process your personal data you can request that we stop or restrict the processing we complete using your personal data or ask us to delete the personal data we hold about you.

Find out more about [your rights on the Information Commissioner's site](#).

In some circumstances we may not be able to comply with your request. This is because some of these rights are conditional and can only be applied in certain circumstances and/or where there is no compelling reason to continue to process your personal data.

Contacting us

If you have any specific data protection queries or concerns, you can address it FAO the Managing Director contact at andy.fisher@integrawellsolutions.com

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Complaints

If you feel we have been unable, or unwilling, to resolve your information rights concern, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). The ICO are the supervisory authority responsible for data protection in the UK.

For further information, including independent data protection advice and information in relation to your rights, you can contact the Information Commissioner at:

The Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 08456 30 60 60

Website: www.ico.org.uk

Changes to this privacy policy

Future changes to this Website's Privacy Policy will be published on this page and, where appropriate, sent to you by email notification. Please check back frequently to read any updates or changes to this Privacy Policy.

If you require a copy of this notice in an alternative format (including Braille, disk, audiocassette or in minority languages to meet the needs of those who are not fluent in English), then please contact the Enquiries Team on Tel: 01224 211411 or email enquiries@integrawellsolutions.com.

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The information contained in this website is for general information purposes only. The information is provided by Integra Well Solutions Ltd and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you may be able to link to other websites which are not under the control of Integra Well Solutions Ltd. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Integra Well Solutions Ltd takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Other third-party content

We may embed external content from third-party websites such as YouTube or LinkedIn. This content is not published on Integra Well Solutions Ltd. It is delivered using devices and services provided by such third-party sites that can be inserted into our site. We are not responsible for this content.

YouTube

Whilst we have made all reasonable efforts to display only appropriate YouTube videos through the embedded YouTube player, we are not responsible for any YouTube content accessed from our website.

After a selected video clip plays, YouTube may suggest related videos, which can be played in the embedded video player. In virtually all cases, these will be directly related to the subject of the selected video. Occasionally, YouTube users may erroneously assign key words to a video. It is therefore possible that an unrelated video could be displayed.

Again, we are not responsible for this content. If you are concerned about this possibility, you should avoid viewing YouTube videos from the embedded player on this website.

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