

Legal notice: BW Broadcast Limited ("BW") registered in England & Wales No.04720476. Broadcast Warehouse Limited ("BWL") registered in England & Wales No.03732862. Registered office: Unit 27, Io Centre 57a Croydon Road, Beddington, Croydon, England, CR0 4WQ.

BW and BWL are part of the BW Group, for simplicity (but without interchangeable liability) they are collectively and interchangeably referred to herein as "BW".

TERMS AND CONDITIONS WHEN USING OUR WEBSITES

You'll need to accept our T's & C's every time you make a purchase.

Our contract after you have ordered

When buying from us online, you can correct any input errors right up until you confirm payment. Once you've submitted an order, you'll be given an Order Reference Number and details of the products (and/or services) you have ordered. You'll then receive an email recognising receipt of and confirming your order. If we have to cancel all or part of your order for any reason, we will email you to let you know.

If you have placed an order by telephone and you don't have an email address, we'll give you the Order Reference Number over the phone and post you a copy of your receipt.

We take all reasonable steps to ensure all details, descriptions and prices of products and services are correct at the time the information was entered onto the system. Sometimes mistakes can happen by unintentionally publishing inaccurate information on the site (e.g. the price, description or availability of a product you have ordered). In this instance we may have to cancel your order at any time, even if you have received your Order Confirmation email, and you will receive a full refund of any charges already paid.

Prices and payments

All of our prices are based on UK pounds. Payments made in other currencies are subject to currency exchange fees. The total cost of your order will be the price of the products you order, the delivery charge (if any), plus any additional services you choose. Payment is deducted once an order is submitted.

When deciding whether to accept your order we take reasonable care to ensure that transactions are not fraudulent to protect you and us from fraudulent activities.

If we identify a transaction as being potentially fraudulent, we may ask our courier to return the goods to our warehouse and we may cancel your order even though you will have received the Order Confirmation email.

Missing, damaged or incorrect orders

We want you to be absolutely satisfied with your product and would recommend that, where practicable, you unpack and check it for damage as soon as it arrives. If you receive a damaged product, please contact us as soon as the damage is discovered.

We do everything we can to ensure your order arrives at your door complete and in the condition described. In the unlikely event that the product is faulty, please contact us.

Returns and after sales policy

The Consumer Rights Act 2015 gives you the right to return faulty or misrepresented goods. Naturally, reconditioned, second-hand and or 'B' stock items will inevitably have wear and tear and when advertising such items we will describe any defects, wear and tear that may be present.

Our returns policy is governed by the Consumer Rights Act 2015. This means you can return your item within 30 days if it is not fit for purpose, not of merchantable quality or not as described even if you have opened it for inspection. It must be returned as supplied and where possible, in its original packaging along with proof of purchase.

Once we have received the goods back from you, we will give you a refund for the cost of the product plus the delivery charge paid (except for the additional costs arising if you selected a type of delivery other than the least expensive type of standard delivery offered by us).

We may make a deduction from the refund for any loss in value of the goods if the loss is a result of any unnecessary handling by you.

Refunds can take up to 10 days for us to process card once we've received your returned item, and this does not include any processing time your bank or payment method may themselves take. Refunds can only be refunded back to the method of payment you used for the purchase. your payment card once we've received your returned item.

We cannot refund/cancel your purchase you return your product without proof of purchase or if any warranty seals have been broken or tampered with and nor can we refund for any product that is a special order made to your specification.

THIS RETURNS POLICY DOES NOT AFFECT YOUR LEGAL RIGHTS. DETAILS OF YOUR LEGAL RIGHTS ARE AVAILABLE FROM TRADING STANDARDS OR CITIZENS ADVICE CONSUMER SERVICE.

This website

We, our Group of companies and our suppliers own the copyright, trademarks and all other intellectual property rights in all material and content on this website, which you may use, download, copy, publish, transmit or otherwise make available by any other means only for your own personal, non-commercial use. Any other use or reproduction of the material or content is strictly prohibited.

You may not create any link to this website without our prior written consent, nor may you restrict or inhibit the use or enjoyment of it by anyone else.

General

These terms and conditions, and all transactions relating to this website and all non-contractual obligations arising from any transaction carried out on this website are governed by English law and are subject to the non-exclusive jurisdiction of the English courts. We do not accept amendments to these terms and conditions.

These terms and conditions only cover BW websites. Any other websites to which you link from this site are governed by their own terms and conditions. We accept no responsibility or liability for the content or operation of websites which are not under our control. We are required by law to tell you that sales can be concluded in English only and that no public filing requirements apply. We acknowledge we have a legal duty to supply goods that are in conformity with a contract.

Terms and conditions for purchase of goods and services.

By purchasing or ordering the Goods and/or Services, you agree to be bound by the terms and conditions set out below.

"**Conditions**" means these terms and conditions;

"**Goods**" means any goods you purchase under these Conditions;

"**Personal Information**" means the details provided by you to us;

"**Services**" means any services you order or otherwise purchase under these Conditions;

"**Subscription Services**" means Services to which you subscribe on an ongoing basis, for example technical support Services;

"**Us/our/we**" means BW Broadcast Limited ("BW") registered in England & Wales No.04720476 and Broadcast Warehouse Limited ("BWL") registered in England & Wales No.03732862. Registered office: Unit 27, Io Centre 57a Croydon Road, Beddington, Croydon, England, CR0 4WQ.

"**Website**" means either one of the websites located at www.broadcastwarehouse.com and www.bwbroadcast.com or any other URL which may replace it; and

"**You/Your**" means the person or legal entity ordering or otherwise purchasing the Goods or Services.

1. Rights and Obligations

1.1. You undertake:

1.1.1. to pay any amounts due to us in a timely manner;

1.1.2. that the Personal Information you provide is true, accurate, current and complete in all respects;

1.1.3. to notify us immediately of any changes to the Personal Information you have provided.

- 1.1.4.** not to impersonate any other person or entity or to use a false name.
- 1.2.** We reserve the right to modify the price or the content or withdraw, temporarily or permanently, some or all of the Goods or Services available. We also reserve the right to change or add to these Conditions from time to time.
- 1.3.** Unless you have placed an order for any Goods or Services, or you subscribe to any Subscription Services, by the time such a change takes effect, we shall not be obliged to give you notice of any such modification or withdrawal.
- 1.4.** From time to time we may also have to make changes in the specification of any Goods or Service:
- 1.4.1.** to make it conform with any applicable safety or other statutory requirements; or
- 1.4.2.** to make it reflect changes in component specification, but we will endeavour to ensure that such changes do not reduce the quality or performance of such a Good and/or Service. Where you have placed an order for the affected Good and/or Service and such changes are substantial, we will notify you in advance to ensure that you still wish to proceed with any order that you have placed.
- 1.5.** Goods and Non-subscription Services:
- 1.5.1.** You will be subject to the policies and Conditions in force at the time you order or otherwise purchase the Goods or Non-subscription Services, unless we are legally obliged to make changes to these Conditions that apply retrospectively. If this happens, these changes will apply to any orders we have not yet fulfilled when the changes took effect, even if your order was placed previously.
- 1.5.2.** We shall not withdraw or modify to your substantial detriment any of the Goods or Non-subscription Services for which we have accepted an order from you, other than where such modification or withdrawal is required as a result of events outside of our reasonable control. We will take reasonable care to ensure all details, descriptions and prices of products and services are correct at the time the information was entered onto our system.
- 1.5.3.** The purchase of software products is subject to your acceptance of the terms of any end user and/or licensing agreement(s) relating to such software.
- 1.5.4.** We are under a legal duty to supply Goods that are in conformity with these Conditions.
- 1.6.** Estimated time frames for delivery of Goods or completion of Services are estimates only and delays may arise due to matters outside of our reasonable control.
- 1.7.** Goods may be subject to EU and US export control laws and laws of the country where they are delivered or used. Under these laws, such Goods may not be sold, leased or transferred to restricted end-users (including to nationals of Cuba, Iran, North Korea, Sudan, and/or Syria) or countries or for restricted end-uses (including uses related to the development, production, use, or maintenance of "Weapons of Mass Destruction", including without limitation, uses related to nuclear, missile, and/or chemical/biological development). If Goods are supplied to you subject to any such Export Laws, such supply is subject to you not falling into any such restricted categories.

2. Orders

- 2.1.** Goods and Services are available only to individuals who we, in our absolute discretion, consider eligible. The eligibility criteria include, without limitation, those whose applications are acceptable to us and those who are residents in the UK.
- 2.2.** When requested by us, you must provide your name, phone number, address, payment details and other requested information.
- 2.3.** Each order placed by you will be treated as an offer to purchase the Goods and/or Services to which your order relates. The contract will only be completed when we dispatch the Goods/commence the provision of the Services (as applicable).
The "confirmation" stage of the checkout process sets out the final details of your order. An order will be placed when you press the "confirm order" button or a similar function. We will then send you an order acknowledgment email detailing the products you have ordered. This is not an order acceptance and will be followed by a second email which confirms your order has been accepted and is on its way - we usually sent this on the next working day.
- 2.4.** You acknowledge that any automated acknowledgement given when you place an online order shall not amount to our acceptance of your offer to purchase.
- 2.5.** We may, at our own discretion, limit, restrict or reject any order you place at any time prior to the contract having been completed. Where this happens, we will attempt to contact you. We also reserve the right to limit or prohibit sales to dealers or to entities that we believe, in our sole discretion, are making use of the Goods or Services for profit without our prior authority and agreement.

3. Price and Payment

3.1. The price of the Goods or Services (if any) shall be the price of which we inform you prior to accepting your order. Prices include VAT at current rates unless stated otherwise.

3.2. If you fail to make any payment on the due date then, without prejudice to any other right or remedy we may have, we may:

3.2.1. where you have ordered Goods or Non-subscription Services, cancel this agreement; and/or

3.2.2. in any event, charge you interest (before and after any judgment) on the amount unpaid, at the rate of 2% per calendar month, until payment is made in full (a part of the month being treated as a full month for the purpose of calculating interest).

3.3. You confirm that any payment method you use is yours.

3.4. Payment methods are subject to validation checks and authorisation, and we will not be liable for any delay or non-delivery caused by failure of such checks or authorisation.

3.5. Once your Goods have been collected and/or otherwise received by you, all risk of damage to, or loss of, the Goods shall pass to you.

3.6. Irrespective of your receipt of the Goods, the passing of risk or any other provision of these conditions, ownership shall not pass to you until we have payment in full for the Goods.

3.7. Until such time as the ownership passes to you, you shall hold the Goods on our behalf and keep them safe and identified as our property, and we shall be entitled to ask you to return the Goods to us.

4. Cancellation, Returns and Exchanges

4.1. Without prejudice to our rights under Clause 1 above, if either party breaks the terms of these Conditions in any material way, the other party can terminate these Conditions by giving the other party 7 days' written notice.

4.2. In certain situations, we may be prepared to give you a refund or exchange for Goods in accordance with our returns policy.

4.3. Goods and/or Services ordered online or over the phone only

4.4.1. Consumers ordering Goods or Services at a distance (such as via telephone or online) have certain cancellation rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

4.4.2. You may cancel any order for Products other than audio or video recordings or software at any time within 14 calendar days from the day after receiving such Products, without liability to us.

4.4.3. You may cancel your order by emailing us at info@bwbroadcast.com. We recommend you also call us. Any cancellation notice must be given before the end of the 14 calendar days period referred to above.

4.4.4. If you cancel an order for Goods, they must be returned to us within 14 days of you informing us of your wish to cancel, complete (with any accessories, leads or other items provided with the Goods) and undamaged, with proof of purchase. If you fail to return the Goods in this manner, we may charge you the costs we incur in recovering the Goods from you (which may be substantial) or the stand-alone retail value of any missing or damaged items.

4.4.5. Unless collection of the Goods has been arranged, you must return the Goods by sending them to BW Broadcast Limited, Unit 27, Io Centre 57a Croydon Road, Beddington, Croydon, England, CR0 4WQ at your cost. It is your responsibility to ensure that the Goods are received by us and we recommend using Special Delivery where appropriate.

4.4.6. Where we have agreed to collect the Goods from you, you must ensure that they are available for collection at the time arranged.

4.4.7. You shall be under a duty to take reasonable care of the Goods until received or collected by us and it is your responsibility to ensure that the Goods are not damaged whilst in transit using transport arranged by you.

4.4.8. You are entitled to examine any Goods ordered as you would in a shop. However, if you use the Goods, you may lose your right to cancel your purchase. Use would include, but not be limited to, using any functions of the Goods for example amending settings. We reserve the right to charge you for the value of any Goods returned which have been used or damaged whilst in your possession, up to the full cost price of the Goods.

4.4.9. If you cancel your order in accordance with the provisions of this Clause 4.3, subject to the provisions of Clauses 4.4.4, 4.4.5, 4.4.6, 4.4.7 and 4.4.8 we will refund any sums paid by you in relation to your order (less our costs if we have to recover any Goods from you under Clause 4.4.8) within 14 days of such cancellation, only where the Goods have been returned or evidence of the Goods being returned is provided to us.

5. Your Personal Information

5.1 Your data protection rights are set out in our Privacy Policy, which sets out how we collect and use your personal information.

6. Limitation of Liability

6.1. We will not be liable for any loss or damage caused by us in circumstances where:

6.1.1. there is no breach of a legal duty of care owed to you by us; and/or

6.1.2. such loss or damage is not reasonably foreseeable.

6.2. We will not be liable any loss or damage caused wholly or mainly by your breach of these Conditions.

6.3. Our liability shall not in any event include losses related to any business of a customer including but not limited to lost data, lost profits or business interruption.

6.4. Nothing in these Conditions shall:

6.4.1. exclude or limit our liability for death or personal injury resulting from our acts or omissions or those of our servants, agents or employees; or

6.4.2. Limit your rights as a consumer under applicable UK law.

6.5. All Services are provided on a commercially reasonable basis. Although we will provide the Services with reasonable skill and care, we make no warranty that the Services will meet your exact requirements or that they will always be available.

6.6. The Goods, where new, are sold with the benefit of and subject to the terms set out in any warranty or guarantee given by the manufacturer of the Goods. This is in addition to your legal rights in relation to Goods which are faulty or which otherwise do not conform to the legally required standard.

6.7. Each provision of this Clause operates separately. If any part is disallowed, or is not effective, the other parts will continue to apply even after our agreement has been terminated or cancelled.

7. General

7.1. Events Beyond the Parties' Reasonable Control: If either of us cannot do what we have promised because of something beyond our reasonable control such as lightning, flood, exceptionally severe weather, fire, explosion, war, civil disorder, industrial disputes, acts or omissions of persons for whom we are not responsible or acts of local or central government or other competent authorities, such party will not be liable for this.

7.2. Third Parties: Nobody but you and us can benefit from these Conditions under the Contracts (Rights of Third Parties) Act 1999.

7.3. Assignment: You may not but we may, assign, charge or otherwise dispose of our rights under these Conditions. Any attempt by you to do so shall be void.

7.4. Governing Law: These Conditions will be governed by English Law and if you are not happy with how we deal with any disagreement and want to take bring court proceedings, you must do so within the UK.

7.5. Each Clause of these Conditions operates separately. If any part is disallowed, or is not effective, the other parts will continue to apply even after our agreement has been terminated or cancelled.

7.6. Call Monitoring: Monitoring or recording of your calls may take place for our business purposes. Calls to our customer service numbers should incur local call costs from a standard BT line, calls from other providers may vary and calls from mobiles may cost significantly more.

8. Handling Complaints and Sending Notices

8.1. If you wish to make a complaint you may do so in the following way:

8.1.1. by calling +44 (0)2082530290;

8.1.2. in writing addressed to: BW Broadcast Limited, Unit 27, Io Centre 57a Croydon Road, Beddington, Croydon, England, CR0 4WQ.

8.2. If you need to send us a notice in relation to these Conditions you can do so in the following way:

8.2.1. by post to BW Broadcast limited, Unit 27, Io Centre 57a Croydon Road, Beddington, Croydon, England, CR0 4WQ.

8.3. Proof of sending does not guarantee our receipt of your notice. You must ensure that you have received an acknowledgement from us which should be retained by you.

Privacy and cookies

Privacy Policy

This Privacy Policy helps you understand what personal information we collect, why we collect it, what we do with it and the choices you have, including how to access and update information.

Our Policy applies to you if you use our products or services at our premises, over the phone, online, through our mobile applications or if you use any of our websites or interact with us on social media (our "Services").

This Privacy Policy covers in detail how we process your personal information.

We collect a range of information about you when you interact with BW in person, online, over the phone, in writing (email and post) or through our social media channels.

We use your information in line with this Privacy Policy and the lawful reasons set out in data protection legislation:

- o Where we have your consent to do so
- o Where we need to comply with a legal obligation
- o Where there is a contract in place
- o Where we have established a legitimate interest that does not override your rights and freedoms
- o Where there is a vital interest

In limited cases, we may handle more sensitive information such as health or criminality-related information. We sometimes use systems to make automated decisions, but you do have rights in relation to our use of these, outlined in more detail below.

We endeavour to protect children or those who are in potentially vulnerable circumstances, as described in the section below.

We undertake analysis activities on our customers and products for a number of reasons, outlined in more detail below.

We advertise across digital channels, including social media platforms and working with partners and agencies.

We share your information within the BW group of companies, with external service providers and other third parties where necessary. In every case we undertake appropriate due diligence to ensure the sharing of your information is secure and appropriate.

When necessary, we may transfer your personal information out of the UK. When we need to do this, we ensure appropriate safeguards are in place.

We do not keep personal information for longer than is necessary.

You have a number of rights under data protection legislation, including the right to access your information, and the right to request erasure of your information. All your rights and how to exercise them are listed in this section.

You can unsubscribe from our direct marketing communications at any time. More information on how to stop digital marketing is available in our cookies policy.

We have in place appropriate technical and organisational measures to ensure the security of all personal information we hold.

We do link to other third-party websites and social platforms within our websites which we do not control, and encourage you to also read those privacy policies

You can contact us regarding this Policy using the details listed in this section.

We collect personal information about you when you visit us, use one of our websites, or if you communicate with us by phone, e-mail and social media. We refer to our websites as "Online Services".

The types of personal information we collect include:

- Personal details such as your name, address, date of birth, email address, phone number and other contact information.
- Transaction information, such as the product you purchased, its price, your method of payment and your payment details, which are anonymised as per Payment Card Industry Security Standards (PCI DSS).
- Information about you, like your employment details, financial position and information taken from identification documents, like your passport or driving licence, when we review your application for insurance or loans offered by selected third parties and partners.

- Your account information, such as dates of payments owed and received, the subscription services you use, or any other information related to your account.
- The phone numbers that you use to contact us over the phone, such as contacting our customer services team.

When you're using our Online Services, the information we collect includes:

- Account information, like your username, password, and other identifiers or credentials you use to access our Online Services or to buy our products and services.
- Information that you provide in your dealings with us.
- Details of your visits to one of our websites.
- IP address, type of device you are browsing from and cookie information.
- If you interacted with our Online Services from an email we sent you we will have a record of that.

More information is available in our cookie policy.

Data protection law sets out a number of different lawful reasons for which a company may collect and process your personal information. These are:

- Where we have entered into a contract with you;
- Where we have your consent;
- Where we are legally obligated to;
- Where we have determined a legitimate interest that does not impact your rights and freedoms; and
- Where it is in your vital interests to.

The table below provides examples of when we might rely on these lawful reasons:

Contract

- We use your personal information to process your orders and payments or to give you a refund.
- We enter into a contract with you when you use one of our services.

Consent

- We use email and text messages to communicate with you about our products and services, offers, promotions or special events.
- To personalise your experience on our Online Services. This could include providing you with interesting, relevant content, or making navigation to our websites easier.
- To record if you have additional needs due to vulnerable circumstances or need extra support when communicating with us.
- To participate in customer research activities carried out by BW or agencies on our behalf.

Legitimate Interest

- To provide customer support and to respond to, and communicate with you, about your requests.
- To contact you if we need to obtain or provide additional information in relation to your order or query.
- To check our records are right and to check every now and then that you're happy and satisfied (e.g. customer surveys).
- For marketing activities (other than where we rely on your consent), such as marketing permissions captured during the course of a sale and personalising marketing messages through social media and other third-party platforms;
- To monitor how our email marketing campaigns are performing and personalise email content towards you by monitoring email opens and what links, if any, you are clicking within the email.
- To ensure that the emails we send cannot be 'spoofed' by fraudsters.
- To send promotional material (e.g. renewals) to you in the post or inform you of our offers by telephone
- To comply with a request from you in connection with the exercise of your rights (for example where you have asked us not to contact you for marketing purposes, we will keep a record of this on our suppression lists in order to be able to comply with your request)
- To send communications to you about your orders, purchases or accounts and bill you for using our products or services
- To let you post on our blogs and interact with us through social media.
- To ensure a smooth experience on our Online Services, including making sure our websites work correctly.

- To help us understand more about you as a customer, the products and services you use, the way you use them and how you shop across the company, so we can serve you better
- Improve the content and appearance of the website(s), and to make sure that content is presented in the most effective manner for you
- To operate, evaluate and improve our business, including the development of new products and services; to determine the effectiveness of our sales, marketing and advertising; and the analysis and improvement of our products, offers, promotions, and Online Services and other technologies
- To facilitate an omnichannel journey to ensure that you can shop with us in any way that you choose.
- Where you fail to repay what you owe us or return our property, we may need to trace your whereabouts (sometimes using a Tracing Agent) in order to recover payment or reclaim property. This might be carried out by a third-party debit recovery agent on our behalf.
- To protect against, identify and prevent fraud and other criminal activity, claims and other liabilities.
- For network and information security in order for us to take steps to protect your information against loss or damage, theft or unauthorised access.
- To ensure the security and safety of our premises via CCTV.
- To help reduce the overall fraud and credit risk for our customers and ensure a duty of care for customers.
- To engage in the sale of anonymised sales and analytics data, ensuring that individuals cannot be identified from it. Anonymisation is performed using robust methods that comply with applicable data protection laws.

Legal obligation

- To identify you when you contact us
- To verify the accuracy of information that we hold about you
- To assist HMRC and/or the Police and/or other regulatory bodies in relation to an investigation by a public authority.
- To complete any requests you make regarding your Data Subject Rights.
- For financial administration.
- Where necessary for health and safety purposes.

Vital interest

- We may need to contact you if there are any urgent safety or product recall notices or where we otherwise reasonably believe that the processing of your personal information will prevent or reduce any potential harm to you.

Where we process your information under Legitimate Interest, we will have assessed this processing and balanced it against your rights and freedoms.

Under data protection law, some personal information is considered more sensitive, including information relating to a person's racial origins, certain beliefs or health conditions. It can also include information relating to criminal activity.

We do not expect to handle any of your more sensitive information unless it becomes relevant in our dealings with you, or you volunteer the information. Examples of this might be where you have a vulnerability or health condition which is relevant to our dealings with you; where you are involved in a medical emergency or accident; if the information is relevant to a legal dispute or complaint; or while addressing criminality impacting our business. On the rare occasions we handle more sensitive information, we only do so as allowed by data protection law (for example, where we have your consent, to protect someone's vital interests or to prevent or detect crime) or as required by law.

We will keep your personal information for as long as you're a customer. After you stop being a customer, in most cases, we will keep your information for up to 7 years after the last time you interacted with us. We may keep your information for longer than 7 years if we cannot delete it for legal, regulatory or technical reasons. We may also need to keep it in order to help support product recalls or safety notices. If we do, we will make sure that your privacy is protected and only use it for those purposes. We do not retain personal information in an identifiable format for longer than is necessary.

The table below outlines the Data Protection Rights available to you:

Access to information held about you	You have the right to request what personal information we hold about you. This is sometimes called a 'Data Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you free of charge. Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us so that we can locate your personal information. Except in rare cases, we will respond to you within 30 days after we have received this information or, where no such information is required, after we have received your request.
Rectify information held about you	If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.
Data Portability	In certain circumstances you have the right to request a copy of your personal information from us or to have that information passed to an organisation of your choice in a format that can be easily re-used.
To stop or limit our processing of your information	<p>You have the right to object to us processing your personal information if we are not entitled to use it anymore, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.</p> <p>Where we rely on our legitimate interests you may object to us using it for these purposes. If we agree that your objection is justified in accordance with your rights under data protection laws, we will permanently stop using your information for those purposes. Otherwise, we will provide you with our justification as to why we need to continue using your information.</p> <p>You can ask us to restrict the use of your personal information if:</p> <ul style="list-style-type: none"> • It isn't accurate. • It has been used unlawfully but you don't want us to delete it. • It is not relevant anymore, but you want us to keep it for use in legal claims. • You have already asked us to stop using your information but you are waiting for us to tell you if we are allowed to keep on using it. <p>Please note that we may be required by law to retain certain information. Before we are able to provide you with any information or correct any inaccuracies, we may ask you provide other details to help us respond to your request.</p>
Erasure	You have the right to request erasure of your personally identifiable information (also known as the right to be forgotten). In some circumstances we may not be able to fully delete your information, for example where we have an overriding legal obligation to retain it, and where we can delete it, we will need to keep an appropriate record of the request.

If you would like to exercise any of these rights, please contact us.

We take our responsibility to protect your information very seriously. All companies within the BW Group use physical, technical and organisational security measures to protect the personal information supplied by you against loss, destruction, and any unauthorised access by third parties. We do this in several ways which include, but is not limited to:

- Following the Payment Card Industry Data Security Standard (PCI DSS) when handling debit and credit card information.
- Adhering to General Data Protection Regulation (GDPR) guidelines when collecting, processing and storing information.
- Using encryption protocols and software to protect your personal information during transmission.
- Carrying out regular back-ups of our critical information.
- Regular testing and evaluation of our security measures.

Our websites (which includes this Privacy Policy) contain links to other websites run by other organisations which we do not control. This Policy does not apply to those other websites and apps, so we encourage you to also read their privacy statements.

We use so-called social plugins (buttons) of social networks such as Facebook, Google+, YouTube, Instagram and Twitter. After activation of a button, the social network can retrieve information, independently of whether you interact with the button or not. If you are logged on to a social network, the network can assign your visit to the website to your user account. A social network cannot assign a visit to websites operated by our other group companies unless you activate the respective button there as well.

If you are a member of a social network and do not want that network to combine information retrieved from your visit to our websites with information they hold on you, you must log out from the social network concerned before activating the buttons.

If you would like to access any of your rights as listed above, or have any questions with regards to this Policy, please contact us.

Alternatively, you can contact our Data Protection Office at:

- Email: info@bwbroadcast.com

Post: Data Protection Officer, BW Broadcast Limited Unit 27, Io Centre 57a Croydon Road, Beddington, Croydon, England, CR0 4WQ.

You can also contact the Information Commissioner's Office (ICO) if you have any concerns or complaints with how BW has handled your personal information: <https://ico.org.uk/global/contact-us/>

This Privacy Policy was last updated November 2024 and replaces all previous versions. This Policy is regularly reviewed and if updates and changes are made we may notify you either by email or with an announcement on social channels.

Cookies

Like most websites, BW websites and Apps use cookies and other equivalent technologies to collect information. Where we refer to 'cookies' in this Policy, we are referring to cookies and similar tracking technologies such as web beacons, clear GIFs and pixel tags. Cookies are small data files which are placed on your computer or other devices (such as 'smartphones' or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to help you shop with us online. They are also used to tailor the products and services offered and advertised to you, both on our websites and elsewhere.

Cookies are either be First Party, meaning that they are directly placed by BW, or Third Party cookies, which are placed by third-party organisations.

Cookies will also either be session or persistent cookies:

- Session: these are temporary cookie files, which delete automatically when you close your browser, effectively ending your session on our website
- Persistent: these are cookie files that remain in place even after you have finished your session – they will either delete automatically at the end of their duration period, which varies, or can be manually removed by you.

The cookies stored on your computer or other devices when you access our websites are designed by:

- BW Limited, or on behalf of and subsidiaries of BW Limited, and are necessary to let you make purchases on our website;
- Third parties who participate with us in marketing programmes; and
- Third parties who broadcast web banner advertisements on behalf of BW Limited.

The main purposes for BW uses of cookies are to:

- Ensure our website works properly and you see all the content.
- Keep our website safe from security risks.

- Identify any bugs or issues, and work on performance improvements across the website.
- To present digital advertising to you and measure the effectiveness of these adverts.
- Remember information about you, so you do not have to give it to us again.
- Keep you signed in, even on different devices.
- Help us understand how people are using our services, so we can make them better.
- Help us personalise our website and emails for you by remembering your preferences and settings.
- To find out if our emails have been read and if you find them useful.

We work with third party partners to help us carry out these activities

Essential cookies

These are cookies that are required for the operation of a website and cannot be disabled in our preference centre. They include, for example, cookies that enable users to log into secure areas of a website, use a shopping cart or make use of e-billing services, as well displaying website content. They also set and remember your preferences with regards to the placement of other cookies. Generally, these are session cookies that expire on closing the browser but not always.

First Party Performance Cookies

These types of cookies allow online providers to recognise and count the number of visitors and to see how visitors move around their website when they are using it. This assists online providers in improving the way their website works, for example, by ensuring that users are finding what they are looking for easily. Generally, these will be first party cookies (placed by BW) and a mix of session and persistent cookies. Sometimes the services are provided by third parties and specialised software – which can use either first or third-party cookies.

Third Party Performance Cookies

These are cookies that have been set by others when you visit our site to help us count the number of visitors to our site and see how they use it. This helps us improve the way the site works. This information might be used to help yourself and other visitors find what they want more easily in the future. This service is always carried out by Third Parties using specialised software – all with the aim of trying to provide a better shopping experience for you.

Functionality cookies

These are used to recognise users when they return to a website. They enable the personalisation of content, the recognition of users and remember user preferences (for example, their choice of language or region). They are generally a mix of first and third party, session and persistent cookies.

Marketing cookies

These cookies record a user's visit to a website, the individual pages visited and the links followed. If the cookie is set by a third party which also monitors traffic on other websites, this type of cookie may also be used to track a user's movements across different websites and to create profiles of their general online behaviour. Information collected by tracking cookies is commonly used to serve users with targeted online advertising and personalisation. These will be first- and third-party cookies and mostly persistent.

When you visit our website you will be presented with a 'cookie banner' where you can either Accept All Cookies or open the Cookies Preference Centre to select certain categories of cookies only or Reject All but Essential Cookies.

If you have any questions regarding this Cookie Policy you can contact our Data Protection Office at:

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