

WEBSITE TERMS AND CONDITIONS

Last updated April 17 2019

COOKIES

About Cookies

www.emts.co.uk website uses cookies. By using this website and agreeing to this policy, you consent to East Midlands Training Services' use of cookies in accordance with the terms of this policy. Cookies are files sent by web servers to web browsers, and stored by the web browsers.

The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers.

Refusing Cookies

Most browsers allow you to refuse to accept cookies. Blocking cookies will have a negative impact upon the usability of some websites.

In Internet Explorer, you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector. In Firefox, you can adjust your cookies settings by clicking "Tools", "Options" and "Privacy".

PRIVACY POLICY

Under the new 2018 General Data Protection Regulation (GDPR) Act which came into force on the 25th May 2018, we need to ensure that you are happy for us to contact you electronically and verbally.

EMTS Ltd will never share your details with third parties and will only use your details to communicate news and information relating to our products and services.

Thank you for taking the time to read, we hope to hear from you now or in the future. However, if you wish to opt out of receiving correspondence from us, please unsubscribe here, and you will be removed from our communication list.

1. What This Privacy Notice Covers

This notice covers how East Midlands Training Services., a U.K. company ("East Midlands Training Services," "we," "us," or "our") treats personal information that it collects and receives from its website (www.totaltrees.com), arboriculture and vegetation management services, mobile applications and other services (collectively, the "Service").

We are not in the business of selling personal information about you. We use information shared with us for the purpose of running and improving our Service and in that capacity will operate as a data controller and, to the extent we process data, a data processor.

This notice tells you what information we collect, steps we take to protect and secure it, how we use and share information, and finally, how you can contact us with questions or concerns.

2. Information We Collect

(a) Personal Information. We collect personal information (e.g., name, email address, phone number, etc.) when you:

- contact our customer support services;
- enter our promotions, contests, or sweepstakes;
- post content on a East Midlands Training Services website or blog;

(b) Other User Information. When you access and use our Service, we automatically collect and store in log files your Internet Protocol (IP) address, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, clickstream data, and other user information as part of our Service analytics (individually and collectively, "Automatically Collected Information") to analyse trends in the aggregate and administer the Service. We use mobile application platform permissions when collecting other information from you. We do not link this automatically collected data to other information we collect about you.

(c) Billing Information. We do not require your billing information other than if we have invoiced you and we require payment via BACS or CHAPS.

(d) Cookies and Tracking Technologies. East Midlands Training Services and our affiliates, partners, and service providers (such as marketing and analytics) use cookies and similar technologies for analysing trends, site administration, tracking mobile application installations, and understanding how users interface with our site(s), and to gather demographic information about our user base as a whole. We may receive reports based on

the use of these technologies by these companies on an individual and in an aggregated basis.

VISITING EAST MIDLANDS TRAINING SERVICES WITH YOUR BROWSER SET TO ACCEPT COOKIES OR USING OUR MOBILE APPLICATIONS OR OTHER SOFTWARE TELLS US YOU WANT TO USE OUR SERVICE AND YOU CONSENT TO OUR USE OF COOKIES AND OTHER TECHNOLOGIES TO PROVIDE YOU OUR SERVICE.

We use cookies for a number of purposes, some of which are strictly necessary, including but not limited to remember user settings such as language preferences, and for authentication. You can control the use of certain cookies at the individual browser level or in your operating system preferences. If you opt-out of such cookies, you may still use our Service, but your ability to use some features or areas of our Service may be limited.

We partner with a third party to either display advertising on our Service or to manage our advertising on other sites. Our third party partner may use technologies such as cookies to gather information about your activities on our Service and other sites in order to provide you advertising based upon your browsing activities and interests.

(e) Third Party Analytics Services. Some parts of our Service use third party analytic services to help us create a better user experience.

Google. For the web, visit the Google Analytics opt-out page and install the add-on for your specific browser. For our mobile applications, you can opt-out using our "Privacy Opt-Out" settings within our applications.

Google Tag Manager. You can opt-out of Google Tag Manager's mobile service by using our "Privacy Opt-Out" settings within our applications.

(f) Do Not Track. Currently, we do not support Do Not Track or "DNT." DNT is a preference you set in your web browser to tell visited websites you do not want to be tracked. You can enable or disable DNT through the preferences or settings of your web browser.

(g) Mobile App. When you download and use the Service through our mobile app, we automatically collect information on the type of device you use, operating system version, and the device identifier (or "UDID").

We use mobile analytics software to allow us to better understand the functionality of the Service on your device. This software may record information such as how often you use the application, the events that occur within the application, aggregated usage, content, performance data, and where the application was downloaded from.

3. Information Use, Sharing, Disclosure, and Retention

(a) Use. East Midlands Training Services uses information for providing products and services, identification and authentication, Service operation, analytics and improvements, support, contact (e.g., sending notifications related to use of the Service), research, and anonymous reporting. We may combine Automatically Collected Information with other information we collect about you to improve site functionality and the services we offer you, and for Service and internal marketing analytics.

IP addresses, browser and session information may be used to:

Diagnose and prevent service or technology problems reported by our users or engineers that are associated with the IP addresses controlled by a specific web company or ISP.

Estimate the total number of users from specific geographical regions using the Service.

Monitor and prevent fraud and abuse.

Marketing Emails. When you sign-up for our Service, you may choose to agree to receive marketing communications from us. To the extent you have not already done so during sign-up, you may select not to receive from East Midlands Training Services or any of our partners certain emails related to marketing, promotions, sweepstakes, contests, or newsletters by following the unsubscribe instructions included in these emails or by unsubscribing here.

Publicly Accessible Information. If you post personal information online that is accessible to the public, like blogs, you may receive unsolicited messages from other parties in return. Any information you provide in these areas may be read, collected, and used by others who access them. To have your personal information removed from our blog or community forum, submit a request through our help centre. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

Please note, standard domain registration shows your personal contact information in the public WHOIS database. You can shield your personal information from public view and help protect yourself against spam, fraud, identity theft, and more by purchasing Private Registration from us.

4. Testimonials. We display personal testimonials of satisfied customers on our site in addition to other endorsements. With your consent we may post your testimonial along with

your name. If you wish to update or delete your testimonial, you can contact us at info@totaltrees.com.

(b) Sharing. East Midlands Training Services does not share personal information we learn about you from your use of the Service with others except as described in this notice.

East Midlands Training Services may share your personal information where it is necessary to complete a transaction, to operate or improve the Service, to detect fraud or compliance with export regulations, or to do something that you have asked us to do. We use other third parties such as payment processors to bill you for goods and services. These third parties are authorized to use your personal information only as necessary to provide these services to us and are prohibited from using your personal information for promotional purposes.

From time to time, East Midlands Training Services or a partner may sponsor a promotion, sweepstake, or contest on totaltrees.com. You may be asked to provide personal information including name, email address, or home address, or to answer questions in order to participate. This information will be used strictly for promotion, sweepstake, or contest administration and fulfilment.

Unless we have your permission, we do not share, sell, rent, or trade personal information with third parties for their promotional purposes.

As we continue to develop our business, we may also buy or sell all or part of our business. In such transactions, personal information you have shared with us is generally one of the business assets that will be transferred. The transferred personal information will remain subject to the promises made in this privacy notice or subsequent notices to which you have consented. If East Midlands Training Services is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

(c) Disclosure. East Midlands Training Services may disclose personal information about you under the following circumstances:

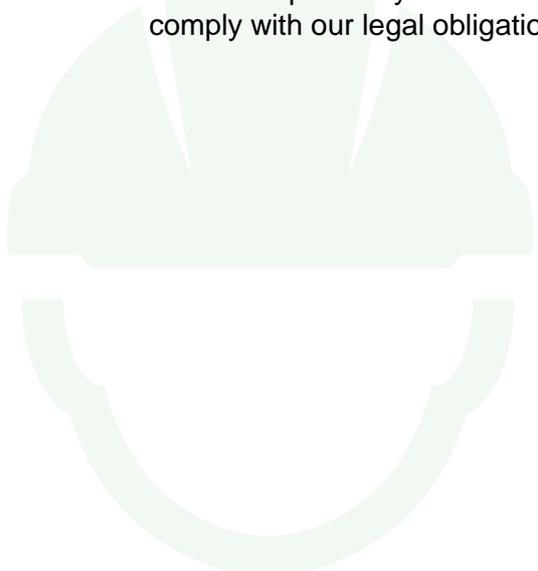
In certain situations, East Midlands Training Services may disclose personal data in response to lawful requests by public authorities, including but not limited to national security or law enforcement requests. We may also disclose your personal information as required by law, such as to respond to subpoenas, court orders, or similar legal processes, to establish or exercise our legal rights or, defend against legal claims, or if in our judgment in such circumstances disclosure is required or appropriate.

East Midlands Training Services Ltd
Owthorpe Lodge, The Fosse, Owthorpe
Nottingham, NOTTS NG12 3GF

T: 0845 6769 222 **E:** info@emts.co.uk
emts.co.uk

If we believe it is necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our various terms of use, or as otherwise required by law.

(d) Retention. We will retain your information for as long as your account is active or as needed to provide you the Service. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.



U.S. - Swiss Safe Harbour Framework

East Midlands Training Services complies with the U.S. – Swiss Safe Harbour Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data from Switzerland. East Midlands Training Services has certified that it adheres to the Safe Harbour Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement.

EU - U.S. Privacy Shield

East Midlands Training Services participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework. East Midlands Training Services is committed to subjecting all personal data received from European Union (EU) member countries, in reliance on the Privacy Shield Framework, to the Framework's applicable Principles.

East Midlands Training Services is responsible for the processing of personal data it receives, under the Privacy Shield Framework, and may subsequently transfer data to a third party acting as an agent on its behalf. East Midlands Training Services complies with the Privacy Shield Principles for all onward transfers of personal data from the EU, including the onward transfer liability provisions. By using the service, you consent to having your personal data transferred to and processed in the United States.

Under certain conditions, as more fully described on the Privacy Shield website, you may invoke binding arbitration when other dispute resolution procedures have been exhausted.

5. 3rd Party Features, Services, and Apps

Our Service includes various third party features, services, and apps, including but not limited to social media features, such as the Facebook Like button, back end service providers, and Widgets, such as the Share This button. These 3rd Party Features, Services, and Apps may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the 3rd Party Features and Apps to function properly. 3rd Party Features, Services, and Apps are either hosted by a third party or hosted directly on our Service. Your interactions with these 3rd Party Features, Services, and Apps may be governed by the privacy policy of the company providing the 3rd Party Features, Services, and Apps, and you are responsible for viewing that company's relevant privacy policy.

3rd Party Features, Services, and Apps may also support functions that require that you disclose certain personal information given your choice of participation. This information is collected in many different ways such as: forms, surveys, contests, forums, subscribing or unsubscribing to mailings and correcting or updating personal information and are only used

for the purpose in which they were collected. 3rd Party Features, Services, and Apps that may collect sensitive information, such as financial information (credit card) to process purchases for products or services.

6. Links to 3rd Party Sites

Our Service includes links to other Web sites whose privacy practices may differ from ours. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any web site you visit.

7. Confidentiality and Security

We use physical, electronic, and procedural safeguards to protect personal information about you.

Data transmissions over the Internet are not 100% secure. Consequently, we cannot guarantee or warrant the security of any information you transmit to us and you do so at your own risk. Once we receive your transmission, we use reasonable efforts to ensure security on our systems.

Your account information is password-protected. Additionally, your account's password is stored using a salted, variable work factor, one-way hash algorithm.

If East Midlands Training Services learns of a security systems breach we may attempt to notify you electronically so that you can take appropriate protective steps. By using the Service or providing personal information to us, you are consenting to East Midlands Training Services communicating with you electronically regarding security, privacy, and administrative issues related to your use of the Service. We may post a notice on our applicable web sites if a security breach occurs. If this happens, you will need a web browser enabling you to view the applicable web sites. In these circumstances, we may also send an email to you at the email address you have provided to us. Depending on where you live, you may have a legal right to receive notice of a security breach in writing. To receive free written notice of a security breach (or to withdraw your consent from receiving electronic notice) submit a request through our help centre.

If you post any comments or content on our Service, any personally identifiable information you choose to provide there may be read, collected, or used by other users of the Service,

as well as other parties. East Midlands Training Services is not responsible for any information you choose to submit in these forums and we cannot guarantee that other users have not made any copies of and/or will not use such information outside of the Service.

8. Changing your Preferences and Personal Information

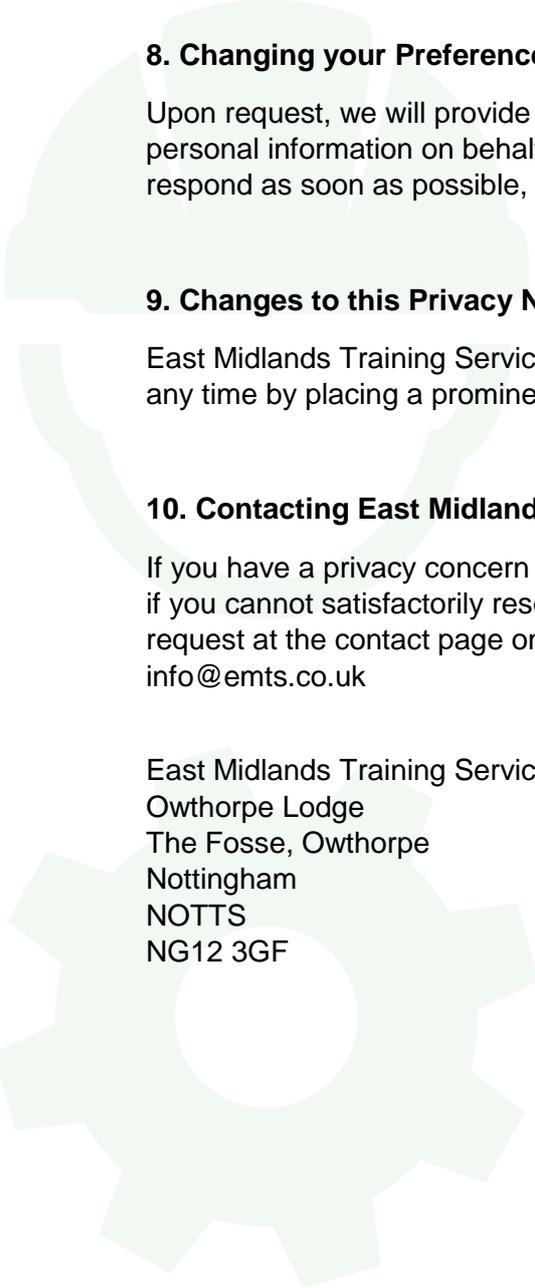
Upon request, we will provide you with information about whether we hold or process your personal information on behalf of third parties. You can also contact us via email, and we will respond as soon as possible, but at most within 30 days.

9. Changes to this Privacy Notice

East Midlands Training Services reserves the right to revise, modify, or update this notice at any time by placing a prominent notice on our site.

10. Contacting East Midlands Training Services

If you have a privacy concern regarding East Midlands Training Services, or this notice, and if you cannot satisfactorily resolve it through the Service, you should complete a support request at the contact page on www.emts.co.uk or you can write to us by email at info@emts.co.uk



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