

Privacy Notice

Last Update: 11/05/2018

Introduction

Melett Limited including Melett Polska Sp. z.o.o. and Melett North America, Inc. are part of the Wabtec Corporation. In 2017 Melett Limited was acquired by the Wabtec Corporation, a US-based company is a global provider of value-added, technology-based products and services for freight rail, passenger transit and other industrial segments.

Melett Limited considers privacy an important issue, so we build and operate our web services with the protection of privacy considered. This privacy notice explains when and why Melett Limited collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this privacy notice from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you are agreeing to be bound by this Policy.

Please view, read, download and save this privacy notice.

What information do we collect about you?

Required Information: To open an account with Melett Limited, you must provide your name, address, phone number and email address. This information will help us contact you in the future and as we retain all personal information disclosed to us, we will not seek to source personal data from external sources.

Using Your Device: When you use the Melett website on any device, we may additionally collect and store device data including; device ID and geolocation data such as IP addresses. We collect this information to gain an understanding of where the Melett website is being access and in what form, to help use improve our website services.

Website Traffic Information: Because of the way Internet communication standards work, when you arrive or use the Melett website, we collect information on which pages of our website you visit, IP addresses, username (only if you are an existing Melett Customer) and the times you access our website. Search terms you have used to either find our website or used on our website, a record of all browsing behaviour including links clicked. This is done via a Cookie which is set on your first arrival to our website and the contents of any form you submit to us.

We do not collect information about browsing habits outside of our own domains; www.melett.com, www.melett.de, www.melett.fr, www.melett.it, www.melett.pl, www.melett.pt, www.melett.ru, www.melett.es, www.melett.tr, www.melett.gr

Cookies, Web Beacons, Local Storage and Similar Technologies: When you access the Melett website we may place small data files on your computer or other device. These data files may be Cookies. We use Cookies to recognise you as a customer, improve your user experience, help ensure

that your account security is not compromised, mitigate risk and prevent fraud, and to promote trust and safety across the Melett websites.

You are free to decline our Cookies if your browser or browser add-on permits, unless our Cookies are required to prevent fraud or ensure the security of websites we control. However, declining our Cookies may interfere with your use of the Melett websites.

Melett Cookie Policy - To give you the best possible experience, this site uses Cookies. Using Melett.com and all alternative languages means you agree to our use of Cookies. We have published a new Cookie policy, which you should read to find out more about the Cookies we use. [View Cookie Policy](#).

Communications: When you communicate with us for customer service or other purposes (e.g., by emails, faxes, phone calls, etc.), we retain such information and our responses to you in the records of your account.

Questionnaires & Surveys: On occasion, we offer optional questionnaires and surveys using the Melett website or email. The purposes of these is to collect and assess users' interests and needs. Data that will be collected included without limitation IP address and Company account information. If we collect personally identifiable information from our users in these questionnaires and surveys the users will be given notice of how the information will be used prior to their participation in the questionnaires & surveys.

Individuals who are not Registered Users of the Melett Website and Requests (Customer's Customers): When a registered user of the Melett website attempts to engage an individual, who is not a registered user, we will retain the information that the registered user submits to us, including; the other party's email address, phone number and/or name. Additionally, these persons have the same rights to access and correct information about themselves as anyone else who uses the Melett websites.

Account Information: This includes without limitation: name, address, email address, phone number, username, IP address.

Visitors to the Melett website: When someone visits the Melett websites (www.melett.com, www.melett.de, www.melett.fr, www.melett.it, www.melett.pl, www.melett.pt, www.melett.ru, www.melett.es, www.melett.tr, www.melett.gr) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

E-Marketing Communications: We use a third-party provider, Mail Chimp which is linked to Sage CRM, to deliver our regular product bulletins and mass email communications (for example newsletters and bank holiday closure information). We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-marketing communications. For more information, please see Mail Chimp [privacy notice](#).

Website Security and performance: Melett use a third-party service to help maintain the security and performance of the Melett website. To deliver this service it processes the IP addresses of website visitors.

WordPress: We use a third-party service, WordPress.com, to publish items on the Melett websites. These sites are hosted at WordPress.com, which is supported by our IT company Contedia Limited. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. WordPress requires visitors that want to post a comment to enter a name and email address. For more information about how WordPress processes data, please see WordPress [Privacy Notice](#) and Contedia Limited [Privacy Notice](#).

Outlook Emails: If emails are sent, they are encrypted during transit. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Customer Requests Account: We hold the details of the people who have requested the service to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes.

Information security

Melett is committed to handling your customer information with high standards of information security. We use computer safeguards such as firewalls and data encryption, we enforce physical access controls to our buildings and files, and we authorise access to personal information only for those employees who require it to fulfil their job responsibilities.

The security on the Melett website and your Melett account also relies on your protection of your Melett website password. This password is issued solely for your company's use. To ensure our data is protected for use only by our valued customers, issued passwords are monitored by Melett. If you feel your password has been shared or employees have left your business and may be using the password issued to your company, please contact Melett and we will reissue a new password.

Your rights

Under the Data Protection Bill 2017 and the EU General Data Protection Regulation (GDPR), you have rights as an individual which you can exercise in relation to the information we hold about you. Find out more on the ICO website <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Access to personal information

At Melett we try to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in a comprehensible form.

If you would like to make a request to Melett regarding any personal information we may hold, you need to put the request in writing addressing it to our HR Department at the address provided below. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the HR Department.

How will we use the information about you?

Internal Use: We collect, store and process your information on servers located in the United Kingdom and elsewhere in the world where Melett facilities are located. Our primary purpose in collecting your information is to provide you with a safe, smooth, efficient, and customised experience. We use your personal information to:

- process transactions and provide Melett Services;
- verify your identity, including during account creation and password reset processes;
- resolve customer concerns and troubleshooting problems;
- manage risk, or to detect, prevent, and/or remediate fraud or other potentially illegal or prohibited activities;
- detect, prevent or remediate violations of policies or applicable user agreements;
- provide you with customer support services;
- improve the Melett customer user experience;
- measure the performance of the Melett Services and improve their content and layout;
- provide targeted marketing and advertising, provide service updates, and deliver promotional offers based on the communication preferences;
- perform creditworthiness and solvency checks, compare information for accuracy, and verify it with third parties.

Questionnaires & Surveys: If you choose to answer our optional questionnaires or surveys, we may use such information to improve the Melett services or contact you to obtain more information as otherwise explained in detail in the survey itself.

Communication with Melett Customers: We communicate with our users on a regular basis via email to provide requested services. We also communicate with our users by phone to:

- resolve customer concerns made by Melett Customers;
- respond to requests for customer service;
- inform users if we believe their accounts have been used for an illegitimate purpose, or investigate suspicious activities;
- confirm information concerning a user's identity, business or account activity;
- obtain customer feedback.

Your email, address, telephone number/ mobile number will be required to set up an account or website login. This information is to send you notice of payments that you send or receive through Melett, send you information about important changes to our products and services, as well as sending notices and other disclosures required by law. Depending on your preferences, you will be able to opt out of Marketing Communications. However, generally, the communications will be mainly informational in nature rather than E-marketing messages.

Examples of E-marketing communications that the Melett customers can control; New Product Bulletin information, latest promotions and product offerings, latest Melett and industry news and Melett surveys. Melett customers can choose whether to receive all or none of these communications through the registration process, or at any time thereafter, by informing us using the contact details below.

We may communicate with you as described above by SMS / What's App Message (and SMS will be treated as an email for the purpose of managing your Communication Preferences).

Marketing

We may combine your information with information we collect from other companies and use it to improve and personalise the Melett services. If you don't wish to receive Marketing Communications from us. Please contact us using the contact details below or by replying to one of the Marketing emails, requesting to be opted out of E-Marketing.

Cross Border Transfers of your information

Melett is committed to adequately protecting your information regardless of where the data resides and to providing appropriate protection for your information where such data is transferred outside of the EEA.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this policy

If this privacy policy changes in any way, the updated version will be located on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with other parties.

This Privacy Notice was last updated 11/05/2018

How to contact us

Please contact us if you have any questions about our Privacy Notice or information we hold on you:

- By email
- Or write to us

Head Office - Melett Ltd

Unit N Zenith Park
Whaley Road, Barnsley
S75 1HT, England