

# Privacy Policy

Date of Last Revision: May 24, 2018

## Intro

Glass Open Book is a glass industry communication and service platform that connects people and companies who are interested in glass manufacture, glass products and glass research of any kind.

Our mission is to be transparent about the data we collect about you, how it is used and with whom it is shared.

This Privacy Policy describes how and when we collect, use, and share your information across our websites such as [glassopenbook.com](http://glassopenbook.com), [e-learning.glassopenbook.com](http://e-learning.glassopenbook.com), APIs, email notifications, and our other services that link to this Privacy Policy (our 'Services'), and from our partners and other third-party services.

Glass Open Book Services are operated by HOLDRA Limited, company registration number 08856622, and the registered office of which is at 22 Tower Avenue, Upton, Pontefract, England WF9 1EE. HOLDRA is the controller and data processor and we are responsible for your personal data (collectively referred to as HOLDRA Ltd "we", "us" or "our" in this privacy notice).

Despite this, you alone control and are responsible for the information you provide through our Services, as explained in the [Terms of Service](#) and Glass Open Book Rules.

When you use our Services you consent to the collection, transfer, storage, disclosure, and use of your information as described in this Privacy Policy. This includes any information you may choose to provide that is deemed sensitive under the applicable law.

Irrespective of which country you live in, you authorize us to transfer, store, and use your information in the United Kingdom. The privacy and data protection laws and rules regarding when government authorities may access data may vary from the country where you live.

## 1. Information We Collect from You

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### 1.1 Personal Information Provided by You

You don't have to create an account to use some of our service features; searching, viewing public profiles, read different content such as information about products and services provided by our partners. If you do choose to create an account, you must provide us with some personal data so that we can provide our Services to you.

Our registered users ('Members') can engage with other users to exchange knowledge and professional insights, post and view relevant content, learn, and find business opportunities within the glass industry. Content and data on some of our Services is viewable to non-members ('Guests'), and is classed as public information.

#### Registration

To create an account, you need to provide data including your name (first name and surname), login (email address) and a password. Your name and photo (if you have provided one) are always public.

#### Profile

You don't have to provide additional information on your profile; however, profile information helps you to get more from our Services, including helping other users to find you. You have choices about the information on your profile, such as your contact information, work experience, skills, photo, location, business email address, language, and education.

Please do not add personal data to your profile that you would not want to be publicly available.

### 1.2 Non-Public Communications

#### Contact us

When you complete the contact form to contact us, we will send that information to our administrator at the office via email, however, your entered data will not be stored on Glass Open Book.

#### Request forms

We collect personal data from you when you complete one of our request forms, such as when you request a quotation or information about a product or service offered by our partners. We may request additional information, such as company name & country, company city, your business phone number & email address, to the one you have in your profile.

When you complete a request form for the first time and have no relevant data in your profile, we will collect all the data to help you next time when completing a request form to be faster.

That information is not being used by us for any other purpose than helping you in completing a new request form based on your previously used data.

## **2. Additional Information We Collect from You**

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### **Cookies**

Like many websites, we use cookies and similar technologies to collect additional website usage data and improve our Services, but we do not require cookies for many parts of our Services such as searching and looking at public user profiles.

A cookie is a small data file that is transferred to your computer or mobile device. We may use both session cookies and persistent cookies to better understand how you interact with our Services, to monitor aggregate usage by our users and web traffic routing on our Services, and to customize and improve our Services.

You can control cookies through your browser. However, some of our Services may not function properly if you disable cookies. You can also opt-out from our use of cookies and similar technologies, for further information see our [Cookie Policy](#).

## **3. How We Use and Share Your Data**

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### **3.1 Our services**

#### **Profile**

Your profile is fully visible to all users (Members or Guests) of our Services. Subject to your settings, it can also be visible to others on or off our Services (e.g. users of third-party search engines).

We use your profile data, such as your name, login email address to identify you and manage your member account.

Share your profile data, such as your name, login email address with our partners that have integrated web solutions on Glass Open Book when you become a user of such.

#### **Contact us**

If you email us, we may keep your message, email address and contact information to respond to your request. We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

#### **Request forms**

We share the data you give on the request form with our partners to allow them to allocate your request, and are able to respond to you, for example, send you more information about their product or service, i.e. a quotation.

When you complete a request form, we suggest your information to help complete the form faster based on the information you provided in your profile.

We will use your provided business email address to send you a confirmation that the request was sent to our partner.

#### **Communication**

We will send you email notifications about the availability of our Services, security, or other service-related issues. We also send messages about how to use the Services, platform updates, and reminders.

You may change your communication preferences at any time. Please be aware that you cannot opt-out of receiving service messages, such as technical and legal notices.

#### **Marketing**

We would like to send you information by email about new products and services from our partners which may be of interest to you. When registering at Glass Open Book you give your consent that we can send you newsletters for marketing purpose.

### 3.2 Service providers

We engage service providers to perform functions and provide services to us. For example, we use a variety of third-party services to understand the use of our Services, such as Google Analytics.

We may share your private personal data with such service providers subject to obligations consistent with this Privacy Policy and any other appropriate confidentiality and security measures, and on the condition that the third parties use your private personal data only on our behalf and pursuant to our instructions.

### 3.3 Law, Harm, and the Public Interest

Notwithstanding anything to the contrary in this Privacy Policy or controls we may otherwise offer to you, we may preserve, use, or disclose your personal data if we believe that it is reasonably necessary to comply with a law, regulation, legal process, or governmental request; to protect the safety of any person; to protect the safety or integrity of our platform, including to help prevent spam, abuse, or malicious actors on our services, or to explain why we have removed content or accounts from our Services; to address fraud, security, or technical issues; or to protect our rights or property or the rights or property of those who use our Services.

However, nothing in this Privacy Policy is intended to limit any legal defenses or objections that you may have to a third party's, including a government's, request to disclose your personal data.

### 3.4 Affiliates and Change of Ownership

In the event that we are involved in a bankruptcy, merger, acquisition, reorganization, or sale of assets, your personal data may be sold or transferred as part of that transaction. This Privacy Policy will apply to your personal data as transferred to the new entity. We may also disclose personal data about you to our corporate affiliates in order to help operate our Services.

## 4. Managing Your Personal Information

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If you have registered an account on Glass Open Book, we provide you with tools and account settings to access, correct, delete, or modify the personal data you provided to us and associated with your account.

### 4.1 How You Control the Information

#### Profile

You can edit your profile and decide what is public via your [profile edit](#) page.

#### Marketing

You may unsubscribe from marketing information, such as newsletters in your [account settings](#).

You can also click on the 'unsubscribe' button at the bottom of the email newsletter. It may take up to 30 days for this to take place.

### 4.2 Deletion

If you follow the instructions [here](#), your account will be deactivated and then deleted.

When deactivated, your Glass Open Book account, including your name and public profile, will no longer be viewable on glassopenbook.com. For up to 30 days after deactivation it is still possible to restore your Glass Open Book account if it was accidentally or wrongfully deactivated.

Keep in mind that search engines and other third parties may still retain copies of your public information, like your profile information and public posts, even after you have deleted the information from our Services or deactivated your account.

### 4.3 Portability

#### Request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some of it, please:

- email or write to us (see below);

- let us have proof of your identity and address (a copy of your driving licence or passport and or credit card bill);
- let us know the information you want a copy of, including any account or reference numbers, if you have them.

We may charge a small fee (£10) for this service.

#### **4.4 Additional Information or Assistance**

Thoughts or questions about this Privacy Policy? Please let us know by contacting us here or writing to us at the appropriate address below.

The data controller is HOLDRA Limited, with an address of: HOLDRA Limited, Attn: Data Protection Officer, 22 Tower Avenue, Upton, Pontefract, England WF9 1EE.

Please contact our Data Protection Officer, if you have any questions about this privacy policy or the information we hold about you.

If you wish to contact us, please send an email to [info@glassopenbook.com](mailto:info@glassopenbook.com).

#### **Correct mistakes in your information**

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

- email or write to us;
- let us have enough information to identify you (e.g. account number, user name, registration details);
- let us know the information that is incorrect and what it should be replaced with.

## **5. Keeping your Data Safe**

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### **What we do to keep your information safe**

We will use technical and organisational measures to safeguard your personal data, for example:

- access to your account is controlled by a password and login (email address) that are unique to you;
- we store your personal data on secure servers;
- payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology).

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us.

### **What can you do to keep your information safe**

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [getsafeonline.org](https://getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

## **6. Age Restriction**

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Our Services are not directed to children, and you may not use our Services if you are under the age of 16. You must also be old enough to consent to the processing of your personal data in your country (in some countries we may allow your parent or guardian to do so on your behalf).

## **7. Changes to This Privacy Policy**

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We may revise this Privacy Policy from time to time. The most current version of the policy will govern our processing of your personal data and will always be at <https://glassopenbook.com/privacy-policy>. If we make a change to this policy that, in our sole discretion, is material, we will notify you via email to the email address associated with your account. By continuing to access or use the Services after those changes become effective, you agree to be bound by the revised Privacy Policy.

We may change this Privacy Policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access our Services.