

Privacy Policy

We understand that privacy and the security of your personal information is extremely important. This policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.

This policy applies to you if you use our products or services over the phone, online, through our mobile applications or otherwise by using any of our websites or interacting with us on social media (our “Services”). This policy gives effect to our commitment to protect your personal information.

Who are we?

When we say ‘we’ or ‘us’ or “evo” or “The evo Group of companies” in this policy, we’re generally referring to evo Business Supplies Ltd (Company Number 09060494) and its subsidiary companies although it does depend on the context. These include:

- evo Group Services Ltd;
- Vow Europe Ltd;
- Vow Retail Ltd;
- Banner Group Ltd;
- Truline Logistics Ltd.

It also includes any other businesses we add to this group in the future.

What sorts of information do we hold?

We collect information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected using cookies.

- Information that you provide to us such as your name, address, telephone number, email address, bank account and payment card details and any feedback you give to us, including by phone, email, post, or when you communicate with us via social media;
- Information about the Services that we provide to you (including for example, the things we have provided to you, when and where, what you paid, the way you use our products and Services, and so on);
- Your account login details, including your user name and chosen password;

- Information about any device you have used to access our Services (such as your device's make and model, browser or IP address) and how you use our Services;
- Your contact details and details of the emails and other electronic communications you receive from us, including whether that communication has been opened and if you have clicked on any links within that communication.
- Information from other sources such as our retail partners, specialist companies that provide customer information (like credit reference agencies, fraud prevention agencies, claims databases, marketing and research companies) and social media providers as well as information that is publicly available.

How do we use your information?

We use information held about you in the following ways:

- To set up and administer your account;
- To make available our services to you, process your orders for our products or services and ensure goods and services are delivered to the address specified;
- To take payment from you or give you a refund;
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- To help answer your questions and solve any issues you have;
- To carry out our obligations arising from any contracts entered into between you and us;
- To allow you to participate in interactive features of our service, when you choose to do so;
- To notify you about changes to our service;
- To communicate any products or services provided by the evo Group of companies which may be of interest to you;
- To help us understand more about you as a customer, the products and services you consume, and the way you consume them, so we can serve you better;
- To help us ensure that our customers are genuine and to prevent fraud.

Keeping you informed about our products and services

We would like to send you information about products and services of ours and other companies in our group which may be of interest to you. Where you have consented to us doing so, we may do this through the post, by email, text message, online, using social media, push notifications via apps, or by any other electronic means. If you have consented to receive marketing, you may opt out later.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the evo Group of companies. We won't send you marketing messages if you tell us not to but we will still need to send you occasional service-related messages. If you no longer wish to be contacted for marketing purposes, please send an email to: info@evobusinesssupplies.com.

Who might we share your information with?

The evo Group of companies

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company, and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

Our service providers

We may pass your personal data to carefully selected partners (third parties) for the purpose of processing your enquiry or order. We work with partners, suppliers, and agencies so they can process your personal information on our behalf but only where they meet our standards on the processing of data and security. We only share information that allows them to provide their services to us or to facilitate them providing their services to you.

Other organisations and individuals

We may transfer your personal information to other organisations in certain scenarios. For example:

- If we're discussing selling or transferring part or all of a business, we may share information about you to prospective purchasers – but only so they can evaluate that business;
- If we are reorganised or sold to another organisation, we may transfer information we hold about you to them so they can continue to provide the Services to you;
- If required to by law, under any code of practice by which we are bound or we are asked to do so by a public or regulatory authority such as the Police or the Department for Work and Pensions;

- If we need to do so in order to exercise or protect our legal rights, users, systems, and Services; or
- In response to requests from individuals (or their representatives) seeking to protect their legal rights or the rights of others.

International transfers of your information

From time to time we may transfer your personal information to our group companies, suppliers or service providers based outside of the EEA for the purposes described in this privacy policy. If we do this your personal information will continue to be subject to one or more appropriate safeguards set out in the law. These might be the use of model contracts in a form approved by regulators or having our suppliers sign up to an independent privacy scheme approved by regulators (like the US 'Privacy Shield' scheme).

Your rights

Access and correction of your personal information

You have the right to access the personal information that we hold about you in many circumstances. This is sometimes called a '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 or them 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 that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

Right to stop or limit our processing of your data

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.

If you would like to exercise these rights, please contact us via one of the mechanisms set out below.

How long do we keep your information for?

We will retain your personal information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

We use information collected via cookies and/or web server logs to determine how our site is being used and to improve the design and content. We do not disclose information about identifiable individuals to our business partners or suppliers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in S11). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Links to other websites

We sometimes provide you with links to other websites, but these websites are not under our control. Therefore, we will not be liable to you for any issues arising in connection with their use of your information, the website content or the services offered to you by these websites. We advise you to consult the privacy policy and terms and conditions on each website to see how each supplier may process your information.

Security

We take security measures to protect against unauthorised access, improper use, alteration, destruction or accidental loss of your personal information including:

- limiting access to our buildings to those that we believe are entitled to be there (by use of passes, key card access, and other related technologies);
- implementing access controls to our information technology, such as firewalls, ID verification, and logical segmentation and/ or physical separation of our systems and information;
- never asking you for your passwords;
- advising you never to enter your account number or password into an email or after following a link from an email.

When we use third party organisations to process information on our behalf, we will select reliable third parties and processing will be subject to written agreements

between ourselves and the third parties processing the data. These written agreements specify the rights and obligations of each party and will provide that the third party has adequate security measures in place and will only process information on specific written instructions from us.

Contact Us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy or the way your personal information is processed, please contact us by one of the following means:

By email: info@evobusinesssupplies.com

By post: Data Protection Officer, evo Business Supplies Ltd, St Crispin's, Duke St, Norwich, NR3 1PD

You also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Please go to www.ico.org.uk/concerns to find out more.

Policy change

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was most recently updated in February 2018.

The evo Group of companies – CCTV Privacy Notice

We have installed Closed Circuit TV (CCTV) systems in some of our premises for public and staff safety, crime prevention and crime detection, and to monitor compliance with our employment policies and site rules. CCTV is also installed on the outside of some of our buildings for the purposes of monitoring building security and crime prevention and detection.

This policy explains how we use information collected via the CCTV camera systems. It also shows how long that information is kept and the circumstances in which we might disclose it to a third party.

Who are we?

When we say 'we' or 'us' or "evo" or "The evo Group of companies" in this policy, we're generally referring to evo Business Supplies Ltd and its subsidiary companies although it does depend on the context. These include:

- evo Group Services Ltd;
- Vow Europe Ltd;
- Vow Retail Ltd;
- Banner Group Ltd;

- Truline Logistics Ltd.

It also includes any other businesses we add to this group in the future.

Camera Systems We Operate

Our CCTV is used to capture, record and monitor images of what takes place at our sites, in real time. Cameras may be located externally in car parks and yards, or internally in offices, distribution centres and transport hubs. In all locations, signs are displayed notifying you that CCTV is in operation and providing details of who to contact for more information about the scheme. Cameras can be fixed or set to scan an area. In some circumstances, they can be operated remotely by controllers. Images are recorded and stored as digital information. Some CCTV systems include automatic number plate recognition software which is used to record details of vehicles entering or leaving the site. In limited circumstances, we may install temporary cameras to target a specific area of a site.

Why We Operate CCTV Cameras

We operate CCTV for the following purposes:

- Health and safety of employees, visitors and other members of the public;
- Prevention and detection of crime and anti-social behavior;
- To monitor compliance with our employment policies and site rules.

The evo Group of companies has established a legitimate interest in processing this personally identifiable information.

Length of time CCTV footage is kept

CCTV recordings are generally held for 31 days from the time of recording. This period may vary, depending on the location and system in use.

Sharing CCTV footage with third parties

At our discretion, we may disclose personal data in response to valid requests from the police and other statutory law enforcement agencies. We will only disclose CCTV images to others for the purposes stated above. Before we authorise any disclosure, the police must demonstrate that the personal data is necessary to assist them in the prevention or detection of a specific crime, or in the apprehension or prosecution of an offender. We may also disclose personal data to third parties if required to by law. All requests are dealt with on a case-by-case basis to ensure that any such disclosure is lawful in accordance with the prevailing data protection legislation.

Security

We take security measures to protect against unauthorised access, improper use, alteration, destruction or accidental loss of your personal information including:

- access to CCTV recordings is restricted to the security staff, HR, and management;
- access to the information is permitted only for the purposes stated above;
- ensuring CCTV recordings and other logs are stored securely and encrypted wherever possible.

How to access your CCTV personal data

You have the right to request a copy of any CCTV footage in which you are in focus and/or clearly identifiable. You can request copies of images or footage of yourself by making a subject access request. Applications for CCTV footage at evo sites should be made to: Group Security Manager, evo Business Supplies Ltd, ADC, Harrier Parkway, Magna Park, Lutterworth, LE17 4XT.

You also 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. If you would like to exercise these rights, please contact us via one of the mechanisms set out below.

External guidelines and best practice

The evo Group of companies operates its CCTV systems in accordance with current guidance on best practice issued by the Information Commissioner's Office.

Contact Us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy or the way your personal information is processed, please contact us by one of the following means:

By email: info@evobusinesssupplies.com

By post: Data Protection Officer, evo Business Supplies Ltd, St Crispin's, Duke St, Norwich, NR3 1PD

You also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Please go to www.ico.org.uk/concerns to find out more.

The evo Group of companies – Recruitment

We understand that privacy and the security of your personal information is extremely important. This policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.

This policy applies to you if you use our online recruitment portal to apply for a role at The evo Group of companies. This policy gives effect to our commitment to protect your personal information and has been adopted by all the companies and businesses in our group.

Who are we?

When we say 'we' or 'us' or "evo Group" or "The evo Group of companies" in this policy, we're generally referring to evo Business Supplies Ltd (Company Number 09060494) and its subsidiary companies although it does depend on the context. These include:

- evo Business Supplies Ltd;
- Vow Europe Ltd;
- Banner Group Ltd;
- Truline Logistics Ltd.

It also includes any other businesses we add to this group in the future.

What sorts of information do we hold?

You can look at our recruitment site and search for jobs without giving us any personal information about yourself. If you apply for a vacancy we will collect and store the following information about you:

- Your account login details, including your user name and chosen password;
- Information that you provide to us when applying for a vacancy such as your name, address, postcode, email address, telephone number, date of birth, marital status, employment history, salary expectations, a copy of your CV and details of any unspent criminal convictions;
- Information about your suitability to work for us such as references, interview notes, work visas, ID information such as passport details and driving licence information, records/results of pre-employment checks, including criminal record checks, credit and fraud checks;
- Interview/meeting notes or recordings and correspondence;
- Psychometric test results and personality profiles;
- Details of your gender, age, ethnic origin and religion where these have been provided for diversity monitoring.

How do we use your information?

The personal information we collect about you will be used to process your recruitment application and assess your suitability to work for evo Group including to:

- conduct screenings, assessments and interviews;
- contact you via email or telephone to discuss your application;
- conduct pre-employment checks, including determining your legal right to work and carrying out criminal record and credit checks where applicable;
- contact your referees to obtain references if you are successful in your application;
- make offers and provide contracts of employment;
- make up your personnel records if your application is successful;
- consider you for alternative positions which you may be a match for;
- fulfil our legal obligations;
- monitor diversity within our applicants and staff ensuring that no one receives less favourable treatment on the grounds of race, ethnic origin, religion or belief, age, gender, sexual orientation, disability, or marital status.

Please be aware that the failure to provide information or the misrepresentation of information may disqualify you from the hiring process and/or impact your employment at evo Group.

Who we might share your information with?

evo Group:

The information provided in your application profile is used solely for the purpose of assessing your qualifications and suitability for employment with evo Group and will be disclosed to the relevant HR department(s) and Manager(s) responsible for recruitment and thereafter, if applicable, your subsequent employment. Additional information may be requested for the purposes of background checking.

Our service providers:

Your application may be dealt with by evo Group's retained outsource partners, and by submitting an application you are consenting to evo Group's outsource partners holding

and disclosing your personal details only for the purpose of evo Group's recruitment process.

The organisation may share your data with third parties to obtain pre-employment references from other employers, obtain employment background checks from third-party providers and obtain necessary criminal records checks from the Disclosure and Barring Service. The organisation may also share your data with third parties that process data on its behalf including the supply and hosting of the recruitment portal.

Other organisations and individuals:

We may transfer your personal information to other organisations in certain scenarios. For example:

- If we're discussing selling or transferring part or all of a business, we may share information about you to prospective purchasers – but only so they can evaluate that business;
- If we are reorganised or sold to another organisation, we may transfer information we hold about you to them so they can continue to provide the services to you;
- If required to by law, under any code of practice by which we are bound or we are asked to do so by a public or regulatory authority such as the Police or the Department for Work and Pensions;
- Where we are obliged to share information with a new employer under TUPE regulations when either a business or undertaking is transferred to a new employer;
- If we need to do so in order to exercise or protect our legal rights, users, systems and Services; or
- In response to requests from individuals (or their representatives) seeking to protect their legal rights or the rights of others.

International transfers of your information

From time to time we may transfer your personal information to our group companies, suppliers or service providers based outside of the EEA for the purposes described in this privacy policy. If we do this your personal information will continue to be subject to one or more appropriate safeguards set out in the law. These might be the use of model contracts in a form approved by regulators, or having our suppliers sign up to an

independent privacy scheme approved by regulators (like the US 'Privacy Shield' scheme).

Your rights

Access and correction of your personal information:

You have the right to access the personal information that we hold about you in many circumstances. This is sometimes called a '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 or them 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 that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

Right to stop or limit our processing of your data:

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise these rights, please contact us via one of the mechanisms set out below.

How long do we keep your information for?

We will retain a record of your personal information for 12 months. This is done in order to consider you for alternative positions which you may be a match for across our group. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary.

Security

We take security measures to protect against unauthorised access, improper use, alteration, destruction or accidental loss of your personal information including:

- limiting access to our buildings to those that we believe are entitled to be there (by use of passes, key card access and other related technologies);

- implementing access controls to our information technology, such as firewalls, ID verification and logical segmentation and/ or physical separation of our systems and information;
- never asking you for your passwords;
- advising you never to enter your account number or password into an email or after following a link from an email.

When we use third party organisations to process information on our behalf, we will select reliable third parties and processing will be subject to written agreements between ourselves and the third parties processing the data. These written agreements specify the rights and obligations of each party, and will provide that the third party has adequate security measures in place and will only process information on specific written instructions from us.

Contact Us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy or the way your personal information is processed, please contact us by one of the following means:

By email: info@evobusinesssupplies.com

By post: Data Protection Officer, evo Business Supplies Ltd, St Crispin's, Duke St, Norwich, NR3 1PD

You also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Please go to www.ico.org.uk/concerns to find out more.

Policy change

evo Group will occasionally make changes and corrections to this privacy policy. Please check this privacy policy regularly to see the changes and how these may affect you.

This privacy policy was last reviewed in April 2025

Cookie Policy

This website uses cookies. We use cookies to personalise content and ads, to provide social media features and to analyse our traffic. We also share information about your use of our site with our social media, advertising and analytics partners who may

combine it with other information that you've provided to them or that they've collected from your use of their services.

Cookies are small text files that can be used by websites to make a user's experience more efficient.

The law states that we can store cookies on your device if they are strictly necessary for the operation of this site. For all other types of cookies we need your permission.

This site uses different types of cookies. Some cookies are placed by third party services that appear on our pages.

You can at any time change or withdraw your consent from the Cookie Declaration on our website.

Learn more about who we are, how you can contact us and how we process personal data in our Privacy Policy.

Please state your consent ID and date when you contact us regarding your consent.

Your consent applies to the following domains: www.evo-group.co.uk

Your current state: Allow all.

Your consent

ID: Vo04qLT1HLFVoN7P5ytI2JYMUWJ/3c7oCB9Tgnc3+lxY2N+UpDOZdw==Consent
date: Tuesday, March 11, 2025 at 02:36:40 PM GMT

[Change your consent](#) | [Withdraw your consent](#)

Cookie declaration last updated on 27/05/2025 by [Cookiebot](#):

Necessary (1)

Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

	Provider	Purpose	Maximum Storage Duration	
sent	Cookiebot	Stores the user's cookie consent state for the current domain	1 year	

Statistics (6)

Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously.

	Provider	Purpose	Maximum Storage Duration	
	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	2 years	
	Google	Used by Google Analytics to collect data on the number of times a user has visited the website as well as dates for the first and most recent visit.	2 years	
	Google	Used by Google Analytics to throttle request rate	1 day	
	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	1 day	

Marketing (1)

Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.

	Provider	Purpose	Maximum Storage Duration	
	Google	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.	Session	