

## **PRIVACY POLICY**

### **1. Introduction**

At Tru-Cal Metrology Limited we are committed to protecting and respecting your privacy.

This notice sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

We continually review and update this Privacy Policy to reflect changes in our services as well as to comply with changes in Data Protection Laws and Legislation.

### **2. Who does this Privacy Policy apply to?**

This notice relates to the collection and use of the personal data of individuals, sole traders and individuals who are in business partnerships. It does not apply to information we collect or use in relation to companies or other organisations.

It is intended that this Privacy Notice covers:

- Existing, potential and previous customers and those acting on their behalf
- Suppliers and contractors
- Visitors to our websites
- Individuals who make general enquires about our services

### **3. How do we collect personal data?**

We may collect your personal data from anything you have provided us within our website or provided over the telephone, in a letter, e-mail, facsimile. We may also access information about you that is already publicly available.

### **4. What personal data do we process?**

We may collect and process the following data about you:

- Name, organisation, position, email address, website address, telephone/mobile number and postal address;
- Payment details, including payments made by post, online, by telephone or directly to and from your bank (including standing orders);
- Information relating to additional services and products that you have enquired about or that we have provided to you;
- Information that you provide by filling in forms on our site <https://tru-cal.co.uk/>. This includes information provided when subscribing to our service, posting material or requesting further services.

In addition, we collect your personal data from third parties including:

- Individuals that have permission to contact us on your behalf.
- Credit reference companies.

## 5. Why do we process your personal data (our lawful basis for processing)?

In order to deliver our services, we need to keep reliable, accurate and up-to-date records of customers' details as well as any interactions with them related to these services. This also includes taking surveys to improve customer satisfaction.

The legal basis for processing your data to provide our services is **contractual obligation**.

In order to support the delivery of these services we need to process personal data for the following purposes:

- Managing enquiries
- To service and administer your Tru-Cal Metrology Ltd account and to carry out our obligations arising from any contracts entered into between you and us
- Billing
- Receiving payment and debt recovery
- Fraud prevention and detection of criminal activity
- Internal training
- Listening and addressing concerns and customer satisfaction surveys
- Responding to requests for information
- To notify you about changes to our service, our terms and conditions or our privacy policy
- To keep you informed about our services.

## 6. Who will see your personal data?

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

We may share your information with credit reference agencies and other companies for use in credit decisions, for fraud prevention.

## 7. Other things to be aware of

All information you provide to us - whether on paper, verbally or electronically - is stored securely. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

We will ensure that personal data we hold is accurate and kept up to date. We will check the accuracy of any personal data at the point of collection and at regular intervals afterwards. We will take all reasonable steps to destroy or amend inaccurate or out-of-date data. We will not keep your personal data longer than is necessary. The law and our regulatory requirements determine the length of time information has to be kept.

## 8. Cookies

Cookies help a web site distinguish a user's browser as a previous visitor and thus save and remember any preferences that may have been set while the user was browsing the site. It is possible to set your browser to inform you when a cookie is being placed, so that you have the opportunity to decide whether to accept the cookie.