



Our Privacy Policy

This policy describes how we manage personal information collected from or about individuals in the course of our business.

The kind of Personal Information which we hold

- Individual's name
- Mailing or street address
- Email address
- Telephone number
- Facsimile number
- Age or date of birth
- Profession, occupation or job title
- Social networking/media contact details (including Skype and LinkedIn)
- Details of products and services you have purchased from us

How we collect personal information

- During conversations between you or your organisation and our representatives
- When your organisation submits to us a document containing personal information when you or your organisation submit to us a document containing personal information (for example, emails, contact forms, business cards, order forms, credit applications, assets and liabilities statements, proof of identification, direct debit requests, agreements, statements of work, surveys, promotional forms, competition forms etc)
- Personal information may also be collected from third parties including social networking sites such as Skype and LinkedIn.

We collect aggregate data from our website through cookies with Google Analytics. The aggregate data collected is strictly anonymous and is used only to calculate traffic through our website.

How we hold personal information

We take steps to protect the security and confidentiality of personal information it holds. This includes regulated access to our electronic IT systems and physical restrictions to hard copy files.

- Salesforce
- Mailchimp
- On our servers
- Hard copy documentation as outlined above.

The purpose for collecting, holding using and disclosing of this information

- To provide products and services to you and/or your organisation and to send communications requested by you or your organisation.
- To perform business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties.
- To update our records and keep your contact details up to date (including updating the records of our contractors).

Procedure: UC:P:023
Authorised & Approved by: QA Manager
Location:
Issue Date: 28.08.2014



- For our marketing (including direct marketing), planning, product or service development, quality control and research purposes, including related bodies corporate, contractors or service providers.

How this information can be accessed and/or corrected

If you wish to know what information we hold about you (and particularly if you believe your personal information is inaccurate and/or needs updating or correction), you have the right to request access to this information. You may contact our administrative staff for access and we will respond within 30 days of the request. In some circumstances we have a statutory right to refuse access but if you disagree with us, you can initiate a complaint as explained below.

How an individual may complain about a breach of the APP

If you wish to complain to us about how we have handled your personal information you should complain in writing to our head office. If we receive a complaint from you about how we have handled your personal information we will determine what (if any) action we should take to resolve the complaint. If you disagree with us, you will still have the right to pursue further avenues of appeal under applicable privacy legislation.

Whether personal information will be disclosed to overseas recipients

We will generally only disclose human resources personal information to an overseas entity if you agree, or if we are authorised or required by law.

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