**CONTROL SYSTEMS SERVICES LIMITED PRIVACY NOTICE**

**Introduction**

At **CONTROL SYSTEMS SERVICES LIMITED**, we respect your privacy and we are committed to protecting your personal data. This privacy notice will inform you as to how we look after personal data and tell you about your privacy rights.

**What kind of information do we collect?**

Examples of such data are names, email addresses, workplace addresses, telephone contact details, information about the products you order or products you supply and banking details.

**Why is this information being collected?**

We use this data in a business context to contact and liaise with you, process orders that you have submitted, seek your views of comments on the services we provide, notify you of changes to our services or products, send you communications which you have requested or that may be of interest to you or details required to invoice you.

1. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

* Where we need to perform the contract we are about to enter into or have entered into with you.
* Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.
* Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications (where appropriate).

**Purposes for which we will use your personal data**

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are, where appropriate.

Note, that we may process your personal data for more than one lawful ground, depending on the specific purpose for which we are using your data.

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| --- | --- | --- |
| **Purpose/Activity** | **Type of data** | **Lawful basis for processing including basis of legitimate interest** |
| To register you as a new customer | (a) Identity  (b) Contact | Performance of a contract with you |
| To process and deliver your order including:  (a) Manage payments, fees and charges  (b) Collect and recover money owed to us | (a) Identity  (b) Contact  (c) Financial  (d) Transaction  (e) Marketing and Communications | (a) Performance of a contract with you  (b) Necessary for our legitimate interests (to recover debts due to us)  (c) To allow auditors, external consultants and advisers to inspect files |
| To manage our relationship with you which will include:  (a) Notifying you about changes to our terms or privacy policy | (a) Identity  (b) Contact  (c) Profile | (a) Performance of a contract with you  (b) Necessary to comply with a legal obligation  (c) Necessary for our legitimate interests (to keep our records updated) |
| To administer and protect our business and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data) | (a) Identity  (b) Contact  (c) Technical | (a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)  (b) Necessary to comply with a legal obligation |
| To use data analytics to improve our website, products/services, marketing, customer relationships and experiences | (a) Technical  (b) Usage | Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy) |

**Who has access to your information?**

We will ensure access to each piece of data has been allocated only to those CSS employees and relevant third parties who require it to carry out the uses listed above.

**How long do we retain your information?**

The data is held on file for the minimal time relevant to that piece of data. It is only retained until it is deemed to be of no further relevance, out of date or no longer required legally to be kept. We retain data in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the law and regulation and use all reasonable endeavours to ensure your information is not kept for longer than is necessary.

**Data Security?**

We take security of our data extremely seriously and have put in place robust IT security solutions, policies, procedures and training to make sure personal data is kept safe. These include implementing access controls to our IT such as firewalls, ID verification and secure passwords. We do not sell your personal data to other companies. We have measures in place limiting access to our building to only those parties we believe are entitled to be there (by use of passes, fobs or other related technologies).

**Where we store your data**

Your data is processed and stored securely on our servers and storage facilities. Our data and information is also backed up using external hard drives which are encrypted and remain under our control. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

**Your rights to access, amend or delete your personal information?**

We would like to keep such personal data for the purposes listed above. You have the right to request access to your own personal data without any fee and to rectify the data. You can also request that personal data is deleted provided this request does not contravene any legal requirement or is not required for any other legal purpose. You also have the right to withdraw consent or lodge a complaint with the supervisory authority.

**Contact us**

CSS contact details are:

Email: info@controlsystems.co.uk

Phone: 01633 868 168

Address : Control System Services

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