

Caltec Instrument Services Ltd – Privacy Policy

Version 1.0

Last Updated: June 2026

1. Introduction

Caltec Instrument Services Ltd ("Caltec", "we", "our" or "us") is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains what information we collect through our website, how we use it, and your rights in relation to that information.

By using our website, you agree to the collection and use of information in accordance with this Privacy Policy.

2. Who We Are

Caltec Instrument Services Ltd
Unit 16, Barnwell Business Park
Barnwell Drive
Cambridge
CB5 8UZ

Telephone: 01223 755530

Email: admin@caltec.uk

Website: www.caltec.uk

If you have any questions regarding this Privacy Policy or how we process personal information, please contact us using the details above.

3. Information We Collect

We do not collect personal information through our website unless you voluntarily provide it to us.

Personal information may be collected when you submit an enquiry through our website contact form or contact us directly by email or telephone.

This information may include:

- Name
- Company name
- Email address

- Telephone number
- Any information you choose to provide within your enquiry

4. How We Use Your Information

Information submitted through our contact form is used solely for the purpose of:

- Responding to your enquiry;
- Providing information about our services;
- Communicating with you regarding your request.

We do not sell, rent or share personal information with third parties for marketing purposes.

5. Google Analytics

Our website uses Google Analytics, a web analytics service provided by Google LLC.

Google Analytics helps us understand how visitors use our website, including which pages are visited, how visitors navigate the site, and how we can improve the user experience.

This information is processed in an aggregated and statistical form and is not used by us to identify individual visitors.

For further information, please refer to Google's Privacy Policy:

<https://policies.google.com/privacy>

6. Google reCAPTCHA

Our website contact form is protected by Google reCAPTCHA to help prevent spam, automated abuse and malicious activity.

Use of Google reCAPTCHA is subject to Google's Privacy Policy and Terms of Service.

Further information can be found at:

<https://policies.google.com/privacy>

<https://policies.google.com/terms>

7. Cookies

Our website uses cookies and similar technologies, including those associated with Google Analytics and Google reCAPTCHA.

Cookies help us improve website functionality, analyse website usage and protect website forms from spam and abuse.

You can control or disable cookies through your browser settings. Please note that disabling certain cookies may affect website functionality.

8. Data Retention

Information submitted through our contact form will only be retained for as long as reasonably necessary to deal with your enquiry, maintain business records, or comply with legal obligations.

When information is no longer required, it will be securely deleted.

9. Data Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

However, no method of transmission over the internet or electronic storage is completely secure, and therefore we cannot guarantee absolute security.

10. Your Rights

Under UK data protection legislation, you may have the right to:

- Request access to personal information we hold about you;
- Request correction of inaccurate information;
- Request deletion of your personal information where applicable;
- Object to certain processing activities;
- Request restriction of processing in certain circumstances.

Requests relating to personal information should be sent to admin@caltec.uk.

11. Complaints

If you have concerns about how we handle your personal information, please contact us first so that we can attempt to resolve the matter.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, website functionality or business practices.

Any updates will be published on this page and will take effect immediately upon publication.

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