



Quest Precision Engineering  
Ltd  
Privacy Notice

## 1. Who we are

- 1.1 This Privacy Notice applies to all personal information processing activities carried out by Quest Precision Engineering Ltd.
- 1.2 Quest Precision is a data controller in respect of personal information that we process in connection with our business including the products and services that we provide. In this notice, references to “we”, “us” or “our” are references to Quest Precision Engineering Ltd.
- 1.3 Our principal address is Unit 5b, Whittle Place, Kingsway Park, Dundee, DD2 4US and our contact details can be located at [www.questprecision.co.uk](http://www.questprecision.co.uk)
- 1.4 We respect individuals’ rights to privacy and to the protection of personal information. The purpose of this Privacy Notice is to explain how we collect and use personal information in connection with our business. “Personal Information” means information about a living individual who can be identified from that information. We may update our Privacy Notice from time to time. When we do we will communicate any changes to you and publish the updated Privacy Notice on our website. We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.

## 2. The information we process

- 2.1 We collect and process various categories of personal information at the start of, and for the duration of, your relationship with us. We will limit the collection and processing of information to information necessary to achieve one or more legitimate purposes as identified in this notice. Personal information may include:
  - a. Basic personal information, including name and address, date of birth and contact details;
  - b. Financial information, including bank account details and PAYE information
  - c. Information about your family, lifestyle and social circumstances (such as marital status, next of kin and contact details);
  - d. Information about you circumstances, including personal development, training and goals;
  - e. Education and past employment information;
  - f. Products and Services supplied to and from you;
  - g. Visual images and personal appearance (such as copies of driving licences, passports or CCTV images);
  - h. Online profile and social media information and activity, based on your interaction with us and our websites and applications, including for example your training profile and login information, Internet Protocol (IP) address, smart device information, location coordinates, online and mobile training authentication.
- 2.2 We may also process certain special categories of information for specific and limited purposes. We will only process special categories of information where we’ve obtained your explicit consent or are otherwise lawfully permitted to do so. This may include:

- a. Information about racial or ethnic origin;
- b. Physical or psychological health details or medical conditions; and;
- c. Biometric information, relating to the physical, physiological or behavioural characteristics of a person.

2.3 Where permitted by law, we may process information about criminal convictions or offences and alleged offences for specific and limited activities and purposes.

### **3. How do we obtain information?**

2.1 Your information is made up of all the financial and personal information we collect and hold about you/your business along with the transactions, this may include:

- a. Information you give us;
- b. Information that we receive from third parties – including government agencies, references, learning providers;
- c. Information that we learn about you through our relationship with you and the way you operate;
- d. Information that we gather from the technology which you use to access our services (for example location data from your mobile phone, or an IP address or telephone number)
- e. Information that we gather from publicly available sources, such as the press, credit check software, company registers and online search engines.

### **4. Your Rights**

4.1 We want to make sure you are aware of your rights in relation to the personal information we process about you. We have described those rights and the circumstances in which they apply in the table below.

If you wish to exercise any of these rights, if you have any queries about how we use your personal information that are not answered here, or if you wish to complain please contact us on 01382 725165.

Please note that in some cases, if you do not agree to the way we process our information, it may not be possible for us to continue to operate your account and provide products and services to you.

Rights	Description
<p><b>Access</b> – You have a right to get access to the personal information we hold about you.</p>	<p>If you would like a copy of the personal information we hold about you, please write to: Quest Precision Engineering Ltd, Unit 5B, Whittle Place, Kingsway Park, Dundee, DD2 4US.</p>
<p><b>Rectification</b> – You have a right to rectification of inaccurate personal information and to update incomplete personal information.</p>	<p>If you believe that any of the information that we hold about you is inaccurate, you have a right to request that we restrict the processing of that information and to rectify the inaccurate personal information.</p>
<p><b>Erasure</b> – You have a right to request that we delete your personal information.</p>	<p>You may request that we delete your personal information if you believe that: We no longer need to process your information for the purpose for which it was provided; We have requested your permission to process your personal information and you wish to withdraw your consent; or We are not using your information in a lawful manner.</p> <p>Please note that if you request us to delete your information, we may not be able to continue to operate your account and provide products and services to you.</p>
<p><b>Restriction</b> – You have a right to request us to restrict the processing of your personal information.</p>	<p>You may request us to restrict processing your personal information if you believe that: Any of the information that we hold about you is inaccurate; We no longer need to process your information for the purposes for which it was provided, but you require the information to establish, exercise or defend legal claims; or We are not using your information in a lawful manner.</p> <p>Please note that if you request us to restrict your personal information, we may not be able to continue to operate your account and provide products and services to you.</p>
<p><b>Portability</b> – You have a right to data portability.</p>	<p>Where we have requested your permission to process your personal information or you have provided us with information for the purposes of entering into a contract with us, you have a right to receive the personal information you provided to us in a portable format.</p> <p>You may also request us to provide it directly to a third party, if technically feasible. We're not responsible for any such third party's use of your account information, which will be governed by their agreement with you and any privacy statement they provide to you.</p> <p>If you would like to request the personal information you provided to us in a portable format, please write to: Quest Precision Engineering Ltd, Unit 5B, Whittle Place, Kingsway Park, Dundee, DD2 4US.</p>
<p><b>Objection</b> – You have a right to object to the processing of your personal information.</p>	<p>You have a right to object to us process your personal information</p>

<b>Marketing</b> – You have a right to object to direct marketing.	You have a right to object at any time to processing of your personal information for direct marketing purposes, including profiling you for the purposes of direct marketing.
<b>Withdraw Consent</b> – You have a right to withdraw your consent.	Where we rely on your permission to process your personal information, you have a right to withdraw your consent at any time. We will always make it clear where we need your permission to undertake specific processing activities.
<b>Lodge Complaints</b> – You have a right to lodge a complaint with the regulator.	If you wish to raise a complaint on how we have handled your personal information, you can contact us to investigate the matter. We hope that we have address any concerns you may have, but you can always contact the Information Commissioner’s Office (ICO).

Contractual Necessity
<p>We may process your information where it is necessary to enter into a contract with you for the provision of our products or services or to perform our obligations under that contract. Please note that if you do not agree to providing us with the requested information, it may not be possible for us to continue to providing products and services. This may include processing to:</p> <ul style="list-style-type: none"> <li>a. Assess and process applications for employment, providing &amp; receiving products and services;</li> <li>b. Manage and maintain our relationship with you and for ongoing customer service.</li> <li>c. Communicate with you about our relationship.</li> </ul>

Legal Obligation
<p>When you form a relationship with us, we are required by law to collect and process certain personal information about you. Please note that if you do not agree to provide us with the requested information, it may not be possible to continue with our working relationship. This may include processing to:</p> <ul style="list-style-type: none"> <li>a. Confirming personal data for third party such as HMRC</li> <li>b. Assessing affordability and suitability of credit for initial credit applications and throughout the duration of the relationship.</li> <li>c. Share data with police, law enforcement, tax authorities or other government agencies where we have a legal obligation to do so;</li> <li>d. Deliver mandatory updates to employees, customer, supplier and visitors;</li> <li>e. Investigate and resolve complaints;</li> <li>f. Investigate and report on incidents or emergencies on Quest Precision’s property;</li> <li>g. Co-ordinate responses to Emergency Situations to ensure company can provide products and services in an emergency.</li> </ul>

## 5. Changes to the way we use your information

From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we will notify you and will allow a period of at least 30 days for you to raise any objections before the change is made. However, please note that in some cases, if you do not agree to such changes it may not be possible for us to continue to operate to provide you with products and services.

## 6. Sharing with third parties

6.1 We will not share your information with anyone outside Quest Precision except:

- a. Where we have your permission;
- b. Where required for your product or service;
- c. Where we are required by law and law enforcement agencies, government bodies, tax authorities or regulatory bodies around the world;
- d. With credit reference agencies;
- e. With third part guarantors or other companies that provide you with benefits or services (such as insurance companies or pension providers);
- f. Where required for a proposed sale, reorganisation, transfer, financial arrangement or other transactions relating to our business;
- g. In anonymised form as part of statistics
- h. Where permitted by law

6.2 If you ask us to, we will share information with any third party, but we are not responsible for any such third party's use of your information.

## 7. Transferring information overseas

We may transfer your information to organisations in other countries on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws.

## 8. Communications about your account/relationship

We will contact you with information relevant to the operation and maintenance of our relationship, by a variety of means including, email, post, telephone, text message and mobile app. If at any point in the future you change your contact details, you should tell us promptly about those changes.

## 9. Credit Reference Agencies

We may access and use information from credit reference agencies when you open an account with us or you provide us with a service and periodically to:

- a. Manage and take decision about your account, including assessing your creditworthiness and ability to provide products and services to us

## 10. How long we keep your information

10.1 By providing you with products or services, we create records that contain your information, such as employee records, customer and supplier records. Records can be held on a variety of media such as paper or electronic formats.

10.2 We manage our records to help us to serve our employees, customers and suppliers well and to comply with legal and regulatory requirements. Records help demonstrate that we are meeting our responsibilities and to keep as evidence of our business activities.

10.3 Retention periods for records are determined based on the type of record see F05 in QMS manual for more information.