

## Privacy policy

### 1. Information about us

We are committed to protecting and respecting your privacy. We are responsible for protecting your personal information as a “data controller” under applicable data protection legislation. If you have any queries about this policy or how we use your personal information, please contact us by writing to us at CDE Solutions Limited, 13 Croft Road, Wokingham, Berkshire, RG40 3HX.

This policy 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.

Our nominated person for data protection is Craig Dommett, Company Director and their contact details are [craig@cdesolutions.co.uk](mailto:craig@cdesolutions.co.uk) or 07901 960714.

#### What information do we collect?

We collect personal data as defined by applicable data protection legislation (‘personal information’).

We collect information about:

employees, consultants and other staff

contractors

service providers

payment details

The personal information we collect might include name, date of birth, email address, national insurance number, postal address, and telephone number.

### 2. How do we collect information?

If you are an employee or provide services to CDE Solutions Limited, we will collect information in line with your contract of employment or contract for services.

If you have purchased services [or goods] from us, we will collect information about your works history and projects we have delivered.

We record your requests for information and any feedback we receive from you.

We record emails for quality assurance purposes.

We obtain personal information from you when you use our website, enquire about our services, send or receive an email, ask a question or otherwise provide us with personal information.

### 3. Why do we collect this information?

We collect this information for the purpose of providing the products and services our customers want. The lawful basis for which we process your information is:

your consent;

processing is necessary for the performance of a contract to which you are a party. If you fail to provide this information we may be unable to perform the contract;

processing is necessary for compliance with our legal obligations as a Limited Company. You are obliged to provide this information so we can legally fulfil the products and services you have requested. If you fail to provide this information, we are unable to fulfil your order

### 4. How do we use this information?

We will use your personal information:

to provide you with services, products or information you have requested; and for administration purposes.

### 5. Do we share your information with anyone else?

We would only share your information with our registered accountant for tax and legal purposes only.

We may need to provide your information to our contractors and suppliers who provide services on our behalf, to the extent necessary to enable you to receive those services.

If you make a payment to us we will need to share your information with our payment processor. By paying via our payment processor you agree to accept their terms and conditions for the use of their services, including their privacy policy. We suggest that you read their privacy policy when using their service as we are not responsible for data you share with them.

We may also need to disclose your information if required to do so by law or as expressly permitted under applicable data protection legislation.

Our site may, from time to time, contain links to and from the websites of our partner networks, and affiliates. If you follow a link to any of these websites, please note that these websites have their

own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

#### 6. How long do we keep your information for?

We keep your information for no longer than is necessary. We will retain your information for any period required by law, for example for compliance with HMRC requirements. Where we are not under a legal obligation to retain your information, we will determine what is necessary by reference to the lawful basis for processing set out above and our legitimate interests.

#### 7. How do we protect personal information?

We take appropriate technical and organisational measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

You should be aware that the use of the Internet is not entirely secure and although we will do our best to protect your personal data we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the Internet. Any transmission is at your own risk.

#### 8. Your Rights

You have a right to ask us to confirm whether we are processing information about you, and to request access to this information ('right of access'). To request this access please contact Rachel Dommett by emailing : [accounts@cdesolutions.co.uk](mailto:accounts@cdesolutions.co.uk)

You may ask us, or we may ask you, to rectify information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate or complete information which is incomplete ('right to rectification'). If you inform us that your personal data is inaccurate, we will inform relevant third parties with whom we have shared your data so they may update their own records.

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided us with changes, for example if you change your email address, name, payment details, please let us know.

You have a right to obtain your personal data from us and reuse it for your own purposes, perhaps for another service, without hindering the usability of the data ('right of portability').

You have a right to seek the erasure of your data (often referred to as the 'right to be forgotten'). You may wish to exercise this right for any reason, for example where it is no longer necessary for us to continue holding or processing your personal data you may withdraw your consent. You should note that we are entitled to and reserve the right to retain your data for statistical purposes. This right is not absolute, as we may need to continue processing this information, for example, to comply with our legal obligations, or for reasons of public interest.

You have a right to ask us to restrict our processing of your information ('right to restriction') if:

you contest its accuracy and we need to verify whether it is accurate

the processing is unlawful and you ask us to restrict use of it instead of erasing it

we no longer need the information for the purpose of processing, but you need it to establish or defend legal claims

you have objected to processing of your information being necessary for the performance of a task carried out in the public interest, or for the purposes of our legitimate interests. The restriction would apply while we carry out a balancing act between your rights and our legitimate interests

you exercise your right to restrict processing, we would still need to process your information for the purpose of exercising or defending legal claims, protecting the rights of another person or for public interest reasons.

You have a right to prevent us from processing your data for the purposes of marketing.

If you would like to exercise any of your rights above, please let us know. We will act in accordance with your instructions as soon as reasonably possible and there will be no charge.

You have a right to report any of your concerns about our use of your data to the Information Commissioner's Office. You may do so by calling their helpline at 0303 123 1113.

## 9. Changes to this policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy. By continuing to use our website you will be deemed to have accepted such changes.

This Privacy Policy was last amended in June 2019.