



## Privacy Policy

Acuvent Engineering group Ltd is committed to protecting the privacy and personal data of our customers and suppliers. Any personal data which we collect, record or use in any way whether it is held on paper, on computer or other media, will be safeguarded ensuring that we comply with the Data Protection Regulation (GDPR) 2018. Audits within the business may be carried out to ensure compliance with these policies. Acuvent Engineering Group Ltd is a data controller.

We are committed to ensuring compliance with regard to your personal information. We adhere to the principles of data protection as set out in the GDPR. These principles include personal data must be:

- Fairly and lawfully processed in a transparent way
- Collected and processed for valid purposes
- Adequate, relevant and not excessive
- Accurate and kept up to date
- Not kept for longer than necessary
- Processed in line with the data subject's rights
- Kept securely

Not transferred to a country which does not have adequate data protection laws.

This Privacy Policy explains how Acuvent use any information we collect about you.

### Collecting your information

The type of information we may collect includes your name, e-mail address, telephone number, and postal/billing/delivery address. We collect this information during direct interactions over the phone, via email or letter correspondence. It is essential for us to collect your personal data so that we are able to perform the contract for services that you have requested.

### Using your information

The information we gather about you may be used for the following:

- To process your orders and to provide you with quotations
- To keep you informed about the progress of any active transactions such as orders or quotes
- To provide you with documents such as proof of delivery, invoices and statements
- To contact you about your opinions on our products and services
- For record keeping purposes

### Sharing your information

Your personal details will never be shared outside of Acuvent Engineering group Ltd for marketing purposes.

We may be required to disclose your information by law or where a court, the police or other enforcement agency has asked for it.

### Protecting your information-Security

Acuvent Engineering Group Ltd have appropriate security measures setup to keep your information safe, among such safe guards is the high encryption of information/personal data while stored. Access to personal information is limited to employees who need access to it in order to carry out their job role. No information is ever transferred outside of the UK.



## **Data Retention**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## **Rights**

Data subjects have the following rights in relation to their data:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

## **Contact information**

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact Suzanne Borham using the details set out below:

Email address: [accounts@acuvent.co.uk](mailto:accounts@acuvent.co.uk)

Postal address: 4/6 Staffa Place. Dryburgh Industrial Estate. Dundee. DD2 3SX

Telephone number: 01382 811455

## **Complaints**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.