



CAL-COM SYSTEMS LTD

Calibration House, Moorfield Grove, Bolton BL2 2LQ

Tel: 01204 383311 Fax: 01204 382556

Email accounts@calcomsystems.co.uk



Customer Privacy Statement

Your Personal Data:

What we need:

CAL-COM SYSTEMS LTD is what is known as the 'Data Controller' of the personal data you provide to us. We only collect basic, personal data about you which does not include any sensitive personal data. This does, however, include:

- name, address and email
- financial information and bank details
- business information such as goods and services
- CCTV images recorded at our premises

Why we need it:

We may sometimes need to process your data to pursue our legitimate business interests, for example to prevent fraud, for credit decisions, administrative purposes or reporting potential crimes. We also process personal information using a CCTV system at our premises to maintain the security of the premises and for preventing and investigating crime.

Our Data Protection Policy ensures that **CAL-COM SYSTEMS LTD**:

- complies with data protection law and follows good practice
- protects the rights of customers, staff and partners
- is open about how it stores and processes individuals' data
- protects itself from a risk of possible data breaches

What we will do with it:

We will not disclose your information to any company outside of CAL-COM SYSTEMS LTD except to help prevent fraud or if required to do so by law.

Where necessary, we sometimes need to share the personal information with the individual and also with other organizations. We are required to comply with all aspects of the General Data Protection Regulation (GDPR).

We may need to share information with:

- credit reference agencies
- central government
- debt collection and tracing agencies
- police forces
- security organisations



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How long we keep it:

The security of your Personal Data is very important to us and any information we process is stored securely, either in paper form or electronically. Cal-Com Systems LTD will keep your information for a minimum of seven years. We will ensure that we have in place appropriate technical and organizational measures to prevent unauthorized or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to Personal Data.

What are your rights?

If you believe the information we process about you, to be incorrect, you can request to see this information and also have it corrected or deleted. Any queries regarding how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact our Data Controller, who will investigate this matter. Please send your request, in writing, to:

Maria Harrison (Director)
Cal-Com Systems LTD
Calibration House
Moorfield Grove
Bolton
BL2 2LQ

Email: accounts@calcomsystems.co.uk

If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
www.ico.org.uk