

DATA PROTECTION & PRIVACY POLICY

From 25th May 2018, processing of personal data by any organization has to comply with the General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018.

Synergic Ltd is a company that designs, manufactures and installs furniture for laboratories and other workspaces in education, healthcare, research and industrial premises.

This privacy policy explains how and why we use the Personal Data we collect from you when you visit our website, www.synergic-uk.com.

Topics covered in this policy:

- Our privacy promise
- Data we collect and why
- Data we do not collect
- How we collect your data
- How we will use your data
- How we store and protect your data
- Marketing
- Cookies and how we use them
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Our Privacy Promise

We promise to keep your Personal Data safe and not to sell your data to any individual or organization anywhere in the World.

We **WILL** disclose your Personal Data if we believe in good faith that we are required to disclose it in order to comply with any applicable law, summons, search warrant, court or regulatory order, or other statutory requirement.

Data we collect and why

We collect the following data under the Contractual Obligations lawful basis as defined by GDPR – in relation to processes that will or may lead to a contractual relationship.

Data collected includes your name, landline and/or mobile telephone numbers, email address, employer's name, address and fax number and your position with your employer. We will also collect similar data relating to any of your colleagues or associates that may become involved in the sales process.

Data we do NOT collect

We will not collect details of your age, race, ethnic origin, political preferences, religion, trade union membership, health, marital status, family members or sexual orientation.

We will not accept payment by credit or debit card and do not collect or retain any such data.

We also will not systematically collect data via cookies or other automated means on our website.

How we collect your data

We collect your data when you:

- fill in the enquiry form on the 'Contact' page of our website,
- telephone, fax or email us with your enquiry,
- place an order with us for products or services, or
- voluntarily complete a customer survey or provide feedback via email

How we will use your data

We collect your data so that we can:

- Process your enquiry to a quotation and should an order be placed with us, to arrange delivery and installation and to submit invoices for payment and to implement credit control.
- Order goods and services from our suppliers and subcontractors, arrange deliveries and installation dates, make payments to our suppliers and subcontractors and submit tax payments and returns to HMRC.

When we process an order, we may send your Personal Data to, and use the resulting information from credit reference agencies, to determine credit terms and to prevent fraudulent purchases.

How we store your data

Sales enquiry data is stored on a password protected desktop computer at our northwest office – 1 The Paddock, Threlkeld, Keswick, Cumbria CA12 4SN, where all sales enquiries are processed by David Eva (Managing Director and Data Processor).

Once an order is placed the data is held on a password protected desktop computer at our Beverley office (address on page 1) and is processed by Ged Kirkpatrick, our Contracts Manager.

All data is regularly encrypted and backed up to password protected Knowhow Cloud. Files are transferred between Beverley and Threlkeld offices by authorized access to the Cloud.

Completed order files are archived on the computer in Beverley and backed up in encrypted form to the Cloud. Archives are kept as a source of design and costing information for subsequent similar projects. Archived files are reviewed annually and deleted once they become redundant.

All company computers are protected by Norton 360 security.

Our Environmental Policy forbids the unnecessary printing of electronic files. Any printed documents that may contain personal data are kept in a secure office at Beverley. Printed documents are reviewed annually and documents no longer required are destroyed.

Records of financial dealings are kept for 6 years in case they are required for inspection by HMRC. Thereafter they are destroyed.

Marketing

We will not use, sell or share with any external organisation your Personal Data, for marketing or any other purpose.

Cookies and how we use them

Cookies are text files placed on a visitor's device to collect standard internet log information and visitor behavior information. For further information, visit www.allaboutcookies.org.

Our website uses a session cookie to recognise you on our website and remember any of your preferences. We do not use any other cookies to track you or collect information, and we do not use any 3rd party cookies.

Your data protection rights

We would like to make sure you are fully aware of all of your data protection rights.

- The right to access - you have the right to request details of your personal data that we hold. We may charge you a small fee for this service.
- The right to rectification - you have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete information that you believe is incomplete.
- The right to erasure - you have the right to request that we erase your Personal Data, under certain conditions.
- The right to restrict processing - you have the right to request that we restrict the processing of your Personal Data, under certain conditions.
- The right to object to processing - you have the right to object to our processing your Personal Data under certain conditions.
- The right to data portability - you have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact our Data Controller, David Eva, by:

- email to info@synergic-uk.com or
- write to us at our Beverley office, address on page 1

Privacy policies of other websites

Our website may contain links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We review this policy annually and place any updates on our website. This privacy policy was last updated on 31 January 2020.

How to contact us

If you have any questions about this policy, the data we hold on you, or you would like to exercise one of your data protection rights, please contact us using the detail under “Your data protection rights” above.

How to contact the appropriate authority

Should you wish to report a complaint, or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office. To do so please visit <https://ico.org.uk/global/contact-us/>.

Signed:  David Eva (Managing Director & Data Controller)

Date: 31 January 2020

Review date: 30 January 2021