

C-A-Solutions

PRIVACY POLICY

C-A-Solutions (“we” “us” “our”) is committed to protecting and respecting your privacy.

For the purposes of data protection legislation, we are the data controller and we will process your personal data in accordance with the GDPR which forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018).

Please read the following carefully to understand our views and practices regarding your personal data; how we will use your data; and your rights regarding it.

A. HOW WE COLLECT DATA

1. When you complete contact forms on our websites. This includes name, email address, telephone number, and any other information you may include as part of a message.

1.1 Our websites may, from time to time, contain links to and from the websites of third parties.

Please note that if you follow a link to any of these websites, such websites will apply different terms to the collection and privacy of your personal data and we do not accept any responsibility or liability for these policies. Please check before you submit your information to these websites.

2. Customers

2.1 We will collect details such as name, email address, telephone number, job position and company when you order goods or services from us via our website; written (including electronic) correspondence; and telephone calls. We will use this information to process your order and comply with our contractual obligations.

2.2 We will collect details such as name, email address, telephone number, job position and company, when you access our support services via our website; written (including electronic) correspondence; and telephone calls relating to support, training and account management. We will use this information to process your order and comply with our contractual obligations.

3. Suppliers

3.1 We will collect details such as name, email address, telephone number, job position and company in order to contact you about goods or services ordered from you and to place further orders. We will keep the personal data for 7 years further to being provided with the goods and services, subject to an annual review.

B. LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

4. In accordance with data protection legislation we are required to notify you of the legal basis upon which we process your personal data. We process your personal data for the following reasons:

4.1 for performance of a contract we enter into with you;

4.2 where necessary for compliance with a legal obligation we are subject to;

4.3 and for our legitimate interests (as described within this policy).

C. HOW WE USE YOUR DATA

5. Legitimate interests:

5.1 We may use your personal data for the legitimate interests of C-A-Solutions, to the extent permissible by law, in order to:

5.1.1 provide you with information, or services that you requested from us;

5.1.2 perform obligations of contract to which you are party; fulfil any legal obligations we are subject to;

5.1.3 process and deal with any complaints or enquiries made by you;

5.2 In order to perform our contract with you, we may need to share personal data with third parties such as payment providers and postal service organisations to assist in the delivery of goods or services you have ordered.

5.3 We may enhance personal information we collect from you with information we obtain from third parties that are entitled to share that; for example, information from credit agencies, search information providers or public sources (e.g. for customer due diligence purposes), but in each case as permitted by applicable laws.

6. Marketing

6.1 In addition to the uses described in above, we may use your personal data for our legitimate interests in order to provide you with details about our services, latest software updates, business updates, events and offers which we think may be of interest.

6.2 You have the right to opt-out of receiving the information detailed in section 6.1 at any time. To opt-out of receiving such information you can email us at info@c-a-solutions.com or call 01772 683243 (Mon – Fri 9am-5pm) providing us with your name and contact details.

7. Automated processing

7.1 We do not undertake automated decision making with your personal data.

8. Disclosure of personal data to third parties

8.1 We may disclose your information to third parties for the following legitimate interests of C-A-Solutions:

8.1.1 to staff members in order to facilitate the provision of goods or services to you;

8.1.2 to a prospective buyer of some or all of our business or assets, in which case personal data will also be one of the transferred assets.

8.2 We may disclose personal data to the police, regulatory bodies, legal advisors or similar third parties where we are under a legal duty to disclose or share personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions and other agreements; or to protect our rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

8.3 We will not sell or distribute personal data to other organisations.

9. Cross-border data transfers

9.1 We will not transfer your personal data outside the European Economic Area.

10. Data security

10.1 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your information transmitted to our website; any transmission is at your own risk.

10.2 Information you provide to us is stored on our office computer system. We have implemented appropriate physical, technical and organisational measures designed to secure your information against accidental loss and unauthorised access, use, alteration or disclosure. In addition, we limit access to personal data to those employees, agents, contractors and other third parties that have a legitimate business need for such access.

D. ACCESS, ACCURACY AND RETENTION OF DATA

11. Retention

11.1 We will retain your information for as long as we require it in order to provide you with the goods or services ordered from us and for a period of 7 years afterwards, subject to an annual review. Personal data used solely for the purpose of providing you with marketing correspondence will be kept until you notify us that you no longer wish to receive such correspondence from us.

12. Access to, updating, deleting and restricting use of personal data

12.1 It is important that the personal data we hold about you is accurate and current. Please keep us informed if the personal data we hold about you changes.

12.2 Data protection legislation gives you the right to object to the processing of your personal data in certain circumstances or to withdraw your consent to the processing of your personal data where this has been provided. You also have the right to access information held about you and for this to be provided in an intelligible form. If you would like a copy of some or all of your personal information, please send an email to info@c-a-solutions.com. In certain circumstances we reserve the right to charge a reasonable fee to comply with your request.

12.3 You can also ask us to undertake the following:

12.3.1 update or amend your personal data if you feel this is inaccurate;

12.3.2 remove your personal data from our database entirely;

12.3.3 send you copies of your personal data in a commonly used format and transfer your information to another entity where you have supplied this to us, and we process this electronically with your consent or where necessary for the performance of a contract; or

12.3.4 restrict the use of your personal data.

12.4 We may request specific information from you to help us confirm your identity and your right to access, and to provide you with the personal data that we hold about you or make your requested changes. Data protection legislation may allow or require us to refuse to provide you with access to some or all the personal data that we hold about you or to comply with any requests made in accordance with your rights referred to above. If we cannot provide you with access to your personal data, or process any other request we receive, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

12.5 Please send any requests relating to the above to info@c-a-solutions.com specifying your name and the action you would like us to undertake.

13. Right to withdraw consent

13.1 Where you have provided your consent to the collection, processing and transfer of your personal data, you have the legal right to withdraw your consent under certain circumstances. To withdraw your consent, if applicable, please contact us at info@c-a-solutions.com.

14. Providing us with information about others

14.1 If you provide us with personal information about someone else, you are responsible for ensuring that you comply with any obligation and consent obligations under applicable data protection laws in relation to such disclosure. In so far as required by applicable data protection laws, you must ensure that you have provided the required notices and have obtained the individual's explicit consent to provide us with the information and that you explain to them how we collect, use, disclose and retain their personal information or direct them to read our Privacy Notice.

15. Changes to our privacy policy

15.1 We reserve the right to update this privacy policy at any time, and any changes we make to this privacy policy will be posted on our websites. We will notify you if there are any changes to this policy that materially affect how we collect, store or process your personal data. If we would like to use your previously collected personal data for different purposes than those we notified you about at the time of collection, we will provide you with notice and, where required by law, seek your consent, before using your personal data for a new or unrelated purpose. We may process your personal data without your knowledge or consent where required by applicable law or regulation.

16. Contact us

16.1 If you have any questions, comments or requests regarding this policy or how we use your personal data please contact us at info@c-a-solutions.com. This is in addition to your right to contact the Information Commissioners Office if you are unsatisfied with our response to any issues you raise.