



**TECHNOTRACK**  
ENGINEERING

## **PRIVACY POLICY**



## Who we are

This is the privacy notice of Technotrack Engineering Ltd. In this document, “we, “our”, or “us” refer to Technotrack Engineering Ltd.

We are company number 8287273 registered in England and Wales.

Our registered office is at Unit 33 Maitland Road, Lion Ban Industrial Estate, Needham Marker, Ipswich IP6 8NZ.

Here at Technotrack Engineering we understand that your privacy matters and we value your right to privacy. We are committed to maintaining your trust and we wish you to be confident in the use of our website. It is important to us that you understand how we use your information, this privacy policy is intended to be as clear and transparent as possible however please feel free to contact us if you have any queries.

## Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”). In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.
2. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.
3. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
4. We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018.
5. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org)
6. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

## Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

## Use of Cookies

### What are cookies?

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

### What do we use cookies for?

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards.

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

## What personal data do we collect?

### What we need

Technotrack Engineering is known as the 'controller' of the personal data you provide to us. The data we collect from this website is only data that you specifically provide to us via our contact us form or via the comments section on our news page. The required information in order to submit the contact us form is your first name, last name, phone number, email address and then any information you choose to provide us with in the Comment section. We

may collect other data from you such as your job title and postal address at a later stage if it is required in order to complete a transaction.

Should you choose to add a comment to any posts that we have published on our news stories the name and email address you enter with your comment will be saved to this website's database, along with your computer's IP address and the time and date that you submitted the comment. This information is only used to identify you as a contributor to the comment section of the respective post and is not passed on to any of the third-party data processors. Your comment and the associated personal data will remain on this site until we see fit to either 1.) remove the comment or 2.) remove the post. Your email address will not be published but simply used to notify you of new comments to the post if you opt in.

### Why we need it

We collect your personal data in connection with specific activities such as responding to an enquiry, entering into a contract or employing you. The information collected is either needed to fulfil your request or to enable us to provide you with a more personalised service. You don't have to disclose any of this information to browse our website. However, if you choose to withhold requested information, we may not be able to provide you with certain services.

Sometimes, with your consent, we will process your personal data to provide you with information about our work or our activities that you have requested or are expecting.

On other occasions, we may process personal data when we need to do this to fulfil a contract or where we are required to do this by law or other regulations.

Technotrack Engineering also processes your data when it is in our legitimate interest to do this and when these interests do not override your rights.

### How we obtain your details

We collect your personal data in a number of ways:

- When you provide it to us directly
- When you provide permission to other organisations to share it with us
- When we collect it as you use our websites
- When you have given it to a third party and you have provided permission to pass your information on to us
- From publicly available sources (where possible) to keep your information up to date (e.g. Companies House).

We combine the information from these sources with the information you provide to us directly. We will also request and maintain information about your privacy preferences so that we can respect your preferences for being contacted by us or third parties. When providing permission for third party organisations to share your data you should check their Privacy Policies carefully to understand fully how they will process your data.

## Children

We do not sell products or provide services for purchase by children, nor do we market to children. However, if you wish to use our website and you are under 18, please ensure you obtain your parent/guardian's consent before sending any personal information to any website or to Technotrack Engineering.

## How do we use your data?

How we use (process) your data depends on the reason you provided it to us.

### Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you with more information about our business, including job opportunities and our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

### Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means

- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage our business risk
- protecting your interests where we believe we have a duty to do so

### Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

### Information provided on the understanding that it will be shared with a third party

Our website allows you to post information with a view to that information being read, copied, downloaded, or used by other people.

Examples include:

- posting a message on our social media sites (Facebook and linkedIn)
- tagging an image
- clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

We do store it, and we reserve a right to use it in the future in any way we decide.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion we may agree to your request to delete personal information that you have posted. You can make a request by contacting us by email: [info@technotrack.eu](mailto:info@technotrack.eu)

### Job Application and Employment

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date. If we do not feel your application will be of use to us the information will be retained for six months and then deleted.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

### Enquiries and messages to our management team

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to maintain a high-quality service.

Technotrack Engineering will not sell or rent your personally identifiable information, gathered as a result of filling out the website 'contact us' page or provided direct to the company or its employees, to anyone.

## How long do we keep your data for?

Technotrack Engineering will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you, or (in the case of any contact you may have with our Customer Care team) for as long as is necessary to provide support-related reporting and trend analysis only.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after the contract has finished or it is no longer needed to provide the Services to you.

## How you can manage your data that we hold

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details you have submitted to Technotrack Engineering by contacting our customer services department by email: [info@technotrackengineering.co.uk](mailto:info@technotrackengineering.co.uk) or telephone: 01473 833 499. Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
- You can also contact us by the same method to change, correct, update or delete your personal information controlled by Technotrack Engineering at any time. Please note though that, if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted.
- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact us on the details provided above.

Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes.

Thank you for taking the time to read this privacy policy. Should you have any queries about this privacy policy or any other query please feel free to contact us on Tel: 01473 833 499 or email: [info@technotrackengineering.co.uk](mailto:info@technotrackengineering.co.uk)