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Privacy Policy

INTRODUCTION

Maintaining the security of your personal data is a priority at ImiTec, and we are committed to respecting individuals' privacy rights. We pledge to handle all personal data fairly and legally at all times. ImiTec is also dedicated to being transparent about what data we collect and how we use it.

DATA PROTECTION PRINCIPLES

We collect, use and process information about our customers, their representatives and interested parties (agents, distributors, and contacts).

The General Data Protection Regulation (GDPR) state six principles which ImiTec must comply with.

- Data collection must be lawful, fair and transparent
- Data collected must be for limited/ specific purpose
- Data collected must not be excessive and must be necessary
- Data must be accurate and kept up-to-date
- Data will not be stored for longer than necessary
- Data will be kept safe and secure.

Personal information is processed under these principles. The purpose in which we process your personal information is:

- To maintain accurate, up-to-date details on customers, their representatives and interested parties
- To comply with statutory obligations in terms of providing information relating to product and service updates and changes
- Through consent, to keep interest parties and contacts au fait through marketing communications

USE OF PERSONAL DATA

ImiTec uses personal data:

- With your consent we may send you e-mails to update you on the latest ImiTec products and services. You have the right to opt out of receiving promotional communications at any time, by:
 - Making use of the simple "unsubscribe" link in emails and/or
 - Contacting ImiTec via the contact channels set out in this Policy.
- To provide goods and services to you;
- For crime and fraud prevention, detection and related purposes;

- For market research purposes
- To enable ImiTec to manage interactions with you;
- Where we have a legal right or duty to use or disclose your information.

Personal information may be shared internally within the company and may be given to the company's representatives/sales partners where the request is for sale or quote support. When information is required to be shared externally from the company, you will be notified in advance.

SHARING DATA WITH THIRD PARTIES

Our service providers and suppliers

In order to make certain services available to you, we may need to share your personal data with some of our service partners; these include delivery and marketing service providers.

ImiTec only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls.

Other third parties

Aside from our service providers, ImiTec will not disclose personal data to any third party, nor will we sell or rent personal data to other organisations for marketing purposes.

International transfers

To deliver products and services to you, it is sometimes necessary for ImiTec to share your data outside of the European Economic Area. This will typically occur when service providers are located outside the EEA or if you are based outside the EEA. These transfers are subject to special rules under data protection laws.

If this happens, we will ensure that the transfer will be compliant with data protection law and all personal data will be secure. Our standard practice is to use 'standard data protection clauses' which have been approved by the European Commission for such transfers. Those clauses can be accessed [here](#).

WHAT PERSONAL DATA DO WE COLLECT?

ImiTec may collect the following information about you:

- Your name;
- Your company
- Job title
- Sector
- Your contact details: postal address, telephone numbers (including mobile numbers) and e-mail address;
- Your communication and marketing preferences;
- Your correspondence and communications with ImiTec;
- Other publicly available personal data.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this Policy.

COOKIES

Our websites use cookies to collect information. When someone visits www.imatec.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

ImiTec has accounts on the following social media sites, the company does not collect information from these. Privacy Policies for these sites can be found below.

[Facebook](#)

[Twitter](#)

[LinkedIn](#)

[YouTube](#)

HOW WE PROTECT YOUR DATA

Our controls

Information we hold internally is backed up to the cloud. Where data is also stored on our laptops we continually review our security procedures to make sure we have the appropriate levels of protection under GDPR guidelines.

Where data is held on third-party sites, the information is subject to local data protection law and GDPR guidelines. Any personal data exported outside of the EU to third-party data-hosting providers complies with EU data export restrictions as per GDPR guidelines.

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 data transmitted to our site; any transmission is made at your own risk.

How long do we keep your data?

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 6 years.

YOUR RIGHTS

You have a number of legal rights to control what we do with your information. This includes the right to request access to the data we hold about you, as well as the right to restrict processing of your data. Please note that in some cases, asking us to do this may mean that we're no longer able to provide you with products or services.

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

LEGAL BASIS FOR IMITEC PROCESSING CUSTOMER PERSONAL DATA

General

ImiTec collects and uses customers' personal data because it is necessary for:

- the pursuit of our legitimate interests;
- the purposes of complying with our duties and exercising our rights under a contract for the sale of goods to a customer; or
- complying with our legal obligations.

In general, we only rely on consent as a legal basis for processing personal data in relation to sending direct marketing communications to customers via email.

Customers **have the right to withdraw consent at any time**. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

DATA PROTECTION OFFICER

ImiTec has appointed a Data Protection Officer to ensure we protect the personal data of our customers (and others) and comply with data protection legislation.

If you have any questions about how ImiTec uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact our Data Protection Officer by:

- phone: +44 (0)1179 668252
- e-mail: DPO@imitec.co.uk
- write to: Data Protection Officer, ImiTec Limited, Monarch House, 1—7 Smyth Road, Bristol BS3 2BX, United Kingdom

You have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, is available at <https://ico.org.uk>.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on our website (www.imitec.co.uk) and, where appropriate, notified to you by email.

UPDATES

This policy was last updated in May 2018