



PIMS F03 Customer Fair Processing Notice

Scope

All data subjects whose data is processed by Arktek Group Limited.

Responsibilities

The Data Protection Officer is responsible for ensuring that this notice is placed in front of potential customer prior to Arktek Group Limited collecting/processing their personal data.

All Employees/Staff of Arktek Group Limited who interact with customer are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

Procedure Statement

The personal data we collect from our customer will be used for the following purposes:

- For our own internal records;
- To improve the products and services we provide;
- To contact you in response to a specific enquiry;
- To customise the website for you;
- To send promotional emails about products, services, offers and other things we think might be relevant to the customer only in the cases where appropriate consent was given.

By consenting to this, you are giving us permission to perform those actions.

What is Personal Data?

Under the EU's General Data Protection Regulation personal data is defined as "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

Why does Arktek Group Limited need to collect and store personal data?

In order for us to provide you with our service we need to collect personal data for correspondence purposes and/or detailed service provision. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

We may pass your personal data on to our service providers who are contracted to Arktek Group Limited during dealing with you. Our contractors are obliged to keep your details securely, and use them only to fulfil the service they provide you on our behalf. Once your service need has been satisfied or the case has been closed, they will dispose of the details in line with Arktek Group Limited's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do so.

How Arktek Group Limited uses your information

Arktek Group Limited will process – that means collect, store and use – the information you provide in a manner that is compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information has to be kept, but in most cases Arktek Group Limited will use its discretion to ensure that we do not keep records outside of our normal business requirements.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Using your personal data

Arktek Group Limited is required to collect certain data from our customers in order to allow us to obtain funding through the Governments Schemes. You may withdraw consent at any time by contacting our office and completing PIMS F02 Customer Consent Withdrawal Form.