

InContrast Privacy policy

1. Introduction

1.1 We are committed to safeguarding the privacy of InContrast Customers, Suppliers and Employees.

1.2 This policy applies where we are acting as a data controller or processor with respect to the personal data of InContrast Customers, Suppliers and Employees; in other words, where we determine the purposes and means of the processing of that personal data. Processing refers to such handling of that data as identified as pertinent normal business.

1.3 In this policy, "we", "us" and "our" refer to InContrast. For more information about us, see Section 9.

2. Section is unused at this time

3. How we use your personal data

3.1 In this Section 3 we have set out:

- (a) the general categories of personal data that we may process;
- (b) in the case of personal data that we did not obtain directly from you, the source and specific categories of that data;
- (c) the purposes for which we may process personal data; and
- (d) the legal bases of the processing.

3.2 We may process data about your use of our website, databases and services ("**usage data**"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system and internal database logging. This usage data may be processed for the purposes of analysing the use of the website and services, resolving bugs and creating an audit trail. The legal basis for this processing is our legitimate interests, namely managing InContrast Services, Employees qualifications and certifications.

3.3 We may process your account data ("**account data**") The account data will include your name and email address. The source of the account data is you and your company. The account data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and organisation and managing our Customers, Suppliers and Employees.

- 3.4 We may process Employees information included in your personal profile ("**profile data**"). The profile data may include your name, telephone number, email address, gender, date of birth and financial data. The profile data may be processed for the purposes of enabling and monitoring your pay. The legal basis for this processing is our legitimate interests, namely the proper administration of personnel files and wages.
- 3.5 We may process your data that is provided in the course of the use of our services ("**service data**"). The service data may include your name, telephone number, email address, and Company name. The source of the service data is you or your company. It may also be generated from internal database and application logs or derived from ("**usage data**"). The service data may be processed for the purposes of Complying with contractual obligations, Maintaining and enhancing services, Account and customer management, Marketing, Support and system security, Audits, Detect and prevent fraud and Legal compliance. The legal basis for this processing is our legitimate interests, namely the proper administration of our services.
- 3.6 We may process information for publication on our website or through our services ("**publication data**"). The publication data may be processed for the purposes of enabling such publication and administering our website and services. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and organisation and managing InContrast services, providing historical, archival and statistical details of our services.
- 3.7 We may process information that you provide to us for the purpose of subscribing to our email and/or newsletters ("**notification data**"). The notification data may be processed for the purposes of sending you the relevant notifications. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and organisation and managing InContrast and informing you when changes are made to our services.
- 3.8 We may process information contained in or relating to any communication that you send to us ("**correspondence data**"). The correspondence data may include the communication content and metadata associated with the communication. The correspondence data may be processed for the purposes of communicating with you and managing our services. The legal basis for this processing is our legitimate interests, namely the proper administration of our services.
- 3.9 We may process information contained in or relating to any PR, marketing activity that you send to us ("**marketing data**"). The marketing data may include your name, address, email address and phone number. The marketing data may be processed for the purposes of sending you information about InContrast and our services. The legal basis for this processing is consent.
- 3.10 We may process information gathered during the course of or after any incident ("**incident data**"). This data may include your name, address, email address and phone number. The source of this data is InContrast. This data

may be processed for dealing with Quality Incidents and issues. The legal basis for this processing is our legitimate interests, namely managing Quality and services to our Customers and Supplier.

- 3.11 We may process any of your personal data identified in this policy where necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.
- 3.12 We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice. The legal basis for this processing is our legitimate interests, namely the proper protection of our organization against risks.
- 3.13 In addition to the specific purposes for which we may process your personal data set out in this Section 3, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.
- 3.14 Please do not supply any other person's personal data to us, unless we prompt you to do so.

4. Providing your personal data to others

- 4.1 We may disclose your personal data to any employee of our group insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy.
- 4.2 We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
- 4.3 We may disclose your personal data or the data relating to any issues to any legitimate request from a UK Police Service or other such statutory body insofar as reasonably necessary for the investigation of criminal or legal matters or other incidents, confirmation of the identity of legitimate Customers, Suppliers and employees.
- 4.4 Financial transactions relating to our website and services may be handled by our payment services providers. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- 4.5 Certain services relating to how we process marketing data, notification data and publication data may be handled by our bulk email management services providers. We will share transaction data with our email management

services providers only to the extent necessary for the purposes of emailing you.

- 4.6 In addition to the specific disclosures of personal data set out in this Section 4, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

5. International transfers of your personal data

- 5.1 In this Section 5, we provide information about the circumstances in which your personal data may be transferred to countries outside the European Economic Area (EEA).
- 5.2 The hosting facilities for our website and databases are situated in the EU, namely the United Kingdom and Germany. The European Commission has made an "adequacy decision" with respect to the data protection laws of each of these countries. Transfers to each of these countries will be protected by appropriate safeguards, namely the use of standard data protection clauses adopted or approved by the European Commission.
- 5.3 The hosting facilities for our bulk email management are situated in the US using Mailchimp as the provider. InContrast expressly denies Mailchimp from processing the data for data science projects. MailChimp participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework and the Swiss-U.S Privacy Shield Framework. Mailchimps privacy policy can be found here: <https://mailchimp.com/legal/privacy/>

6. Retaining and deleting personal data

- 6.1 This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.
- 6.2 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 6.3 With regards to personal data of InContrast Employees, we will retain your personal data relating to InContrast including any certification/qualifications. These will be retained for a minimum period of 7 years from the point that the employee has left InContrast.
- 6.4 In some cases it is not possible for us to specify in advance the periods for which your personal data will be retained. In such cases, we will determine the period of retention based on the following criteria:
- (a) the period of retention of **incident data** relating to Quality Incidents or issues will be determined based on when the incident is completed satisfactorily as this could sometimes be weeks or months.

(b) Notwithstanding the other provisions of this Section 6, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

7. Amendments

7.1 We may update this policy from time to time.

7.2 We may notify you of changes to this policy by email or through a private messaging system on our website or database.

8. Your rights

8.1 In this Section 8, we have summarised the rights that you have under data protection law. Some of the rights are complex, and not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

8.2 Your principal rights under data protection law are:

- (a) the right to access;
- (b) the right to rectification;
- (c) the right to erasure;
- (d) the right to restrict processing;
- (e) the right to object to processing;
- (f) the right to data portability;
- (g) the right to complain to a supervisory authority; and
- (h) the right to withdraw consent.

8.3 You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee.

8.4 You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.

8.5 In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing;

you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data has been unlawfully processed.

However, there are exclusions to the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defence of legal claims.

- 8.6 In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.
- 8.7 You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.
- 8.8 You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.
- 8.9 You have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest.
- 8.10 To the extent that the legal basis for our processing of your personal data is:
- (a) consent; or
 - (b) that the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract,

and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and

machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

- 8.11 If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.
- 8.12 To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.
- 8.13 You may exercise any of your rights in relation to your personal data by written notice to us, in addition to the other methods specified in this Section 8.

9. Our details

- 9.1 Our website and Database systems are owned and operated by the STI Group.
- 9.2 We are a registered company in England and Wales under registration number 4268941, and our registered office is at STI Line Ltd Pentland House, Saracen Close, Gillingham Business Park. Gillingham, Kent ME8 0QN.
- 9.3 You can contact us:
 - (a) by post, to the postal address given above;
 - (b) using our website contact form;
 - (c) by email, using the email address published on our website from time to time.

10. Data Controller

- 10.1 Our Data Controller is Dan Morse and is reachable at the following email address:

dan.morse@STI-group.com