

# Privacy Notice

## Privacy Notice

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all products and services where we collect your personal data.

### Norwich Instrument Services Ltd and our Data Protection Officer

We are Norwich Instrument Services Ltd of 32-34 Hellesdon Park Road, Norwich NR6 5DR. We are a data controller of your personal data. For the rest of this document Norwich Instrument Services will be referred to as 'NIS'. NIS also trade as Bicotest, this document applies to any personal data held under the trading name Bicotest.

We have an in house data protection officer ("DPO"). You can contact the DPO by writing to the above address, marking it for the attention of the DPO, or by going to the Contact Us section of our website, [nisltd.co.uk](http://nisltd.co.uk)

#### 1. What kinds of personal information about you do you process?

Personal information that we process in connection with all the services or products we have supplied to you

- **Personal and contact details**, such as title, full name, contact details
- **Record of you contact with us** when relevant to information on assets we hold for you or your associated company, e.g. where you have asked us to remove or change the status of an item.
- **Products and services we have supplied to you**, e.g. assets we have repaired/tested for you and details of that work, new products we have supplied to you.
- **Credit/Debit Card information** when we have asked or you have supplied for a pending order or service

#### 2. What is the source of your personal information?

We'll collect personal information from the following general sources:

- From you directly or from your company
- Information generated about you when you use our products and services

We do not obtain information from third parties

#### 3. What do we use your personal data for?

We use your personal data, including any of the personal data listed in section 1 above, for the following purposes:

- Managing assets we are servicing, testing or calibrating for you
- Supplying products you have purchased from us
- Updating your records
- To send you key information about your assets either currently being tested/services, or when they are due/over due to retest/calibration

- To make automated decisions on the price and payment method e.g. where there is a contact in place for the service/product in question
- To improve the operation of our business
- For management and auditing of our business operations including accounting
- To monitor and to keep records of our communications with you and our staff
- For market research and analysis and developing statistics
- To develop new products and services and to review and improve current products and services
- To comply with legal and regulatory obligations, requirements and guidance
- To provide insight and analysis of our customers, helping us improve products or services or operating our business.
- Providing an online portal for our customers to view assets we have services/supplied

#### **4. What are the legal grounds for our processing of your personal information?**

We rely on the following legal bases to use your personal data:

- Where it is needed to provide you with our products or services**, such as:
  - Managing assets we are currently servicing for you
  - Updating your records
  - All stages and activities relevant to managing the product or service including enquiry, service/supply, return of your assets, setting up/changing access to our website
- Where **it is our legitimate interests to do so**, such as:
  - Managing your assets and services to you, updating your records, contacting you about your account or assets.
  - To follow guidance and recommended best practice of government and regulatory bodies;
  - For management and audit of our business operations including accounting
- To comply with our **legal obligations**
- With your **consent or explicit consent**:
  - For some direct marketing communications

#### **5. When do we share your personal information with other organisations**

We do not share your information with any third parties

#### **6. How and when can you withdraw your consent?**

**Where we're relying upon your consent to process personal data**, you can withdraw this at any time by going to the Contact Us section of our website and using one of the methods to contact us by ([nisltd.co.uk](mailto:nisltd.co.uk))

#### **7. Is your personal information transferred outside the UK?**

We're based in the UK as are our servers, we do not hold any of your data outside the UK

#### **8. What should you do if your personal information changes?**

Please tell us so we can update our records, this will ensure continuity of the service we provide to you.

#### 9. Do you have to provide your personal information to us?

We're unable to provide you with our services if you do not provide certain information to us. We will let you know if we are unable to provide our services without a certain piece of information.

#### 10. For how long is your personal information retained by us?

Unless we explain otherwise to you, we'll hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations;
- For as long as we provide goods or services to you
- Retention periods in line with legal and regulatory requirements or guidance

#### 11. What are your rights under data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at the time if they are engaged or not. The right of data portability is only relevant from May 2018

You have the right to complain to the Information Commissioner's Office which enforces data protection laws – <https://ico.org.uk/>. You can contact our DPO for more details on the above.

- The right **to be informed** about the processing of your personal information;
- The right to have your personal information **corrected if it is inaccurate** and to have **incomplete personal info completed**;
- The right **to object** to processing of your personal information;
- The right **to restrict processing** of your personal information;
- The right **to have your personal information erased** (the "right to be forgotten");
- The right to **request access** to your personal information and to obtain information about how we process it.
- The right to **move, copy or transfer your personal information** ("data portability"); and
- Rights in relation **to automated decision making which has a legal effect or otherwise significantly affects you.**

#### Changes to this privacy notice

We may change this privacy notice from time to time to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you visit our website where the latest version will always be available.

#### Contact us

If you have any questions about this privacy notice, or you wish to exercise your right to contact the DPO, you can go to the Contact Us page on our website, Alternatively, you can write to Norwich

Instrument Services Ltd, 32-34 Hellesdon Park Road, Drayton High Road, Norwich NR6 5DR, marking it for the attention of the DPO or email [enquiries@nisltd.co.uk](mailto:enquiries@nisltd.co.uk)