



Privacy Statement

Status Scientific Controls Ltd is committed to processing personal information about our customers in compliance with our legal obligations as well as being clear about what we do with their personal information.

The key points of our privacy statement are:

- ✓ **We don't** sell your data to third parties
- ✓ **We only** use your data to provide our customer services, and will only share information that's relevant, useful and timely

This document covers information we collect about you via our website or during normal business with you and your organisation. Please read it carefully to understand how your personal information will be treated.

We will be the “controller” of the personal information you provide to us or which we collect from you.

Our address and contact details are:

Status Scientific Controls Ltd
Hermitage Lane Industrial Estate
Mansfield, Nottinghamshire,
NG18 5ER, United Kingdom.
Tel: 44 (0)1623 651381
email: sales@status-scientific.com
www.status-scientific.com

Personal information we collect

We collect a range of personal information relating to you, including your:

- name;
- email address;
- telephone number;
- payment information, which may include credit or debit card information;
- any other personal information that you choose to provide to us when you complete our online contact forms or otherwise contact us.

Use of personal information

We will not sell or distribute your personal information. Your contact information will not be passed on to a third party without your permission unless we are required by law to do so.

We use your personal information as follows:

- to maintain our relationship with you whilst you are a customer;
- to process orders and provide agreed goods and services to you;
- for invoicing, processing payments, account set up and maintenance;
- to communicate with you, including to respond to information requests /enquiries submitted and/or to obtain your feedback on our products and services;
- for record keeping, statistical analysis and internal reporting and research purposes;
- to ensure data security and to provide you with access to secure areas of our Websites;
- to notify you about changes to our products and services;

- to decide on and notify you about price changes;
- to monitor the quality of our products and services;
- for logistical purposes, including to plan deliveries;
- to investigate any complaint you make;
- to provide evidence in any dispute or anticipated dispute between you and us;
- to customise various aspects of our Website to improve your experience;
- as we may otherwise consider necessary to support the operation of our Websites;
- to obtain credit references, credit checks and for debt collection, fraud detection and prevention and risk management purposes;
- to protect the rights, property, and/or safety of Status Scientific Controls Ltd, its personnel and others.

Credit Checks

We may use credit reference agencies that processes personal information that you provide to us, to analyse your creditworthiness, which helps us to decide if we are able to offer you an account, through which you can purchase our products.

If you pass our credit checks, and our other account opening criteria (details of which will be made available to you during the account opening process) you will be entitled to open an account with us and order our products in accordance with our Conditions of Sale. If you do not pass our credit checks you will not be able to set up an account but you may still be entitled to order our products or services (in accordance with our General Conditions of Sale) at our discretion, by making payment upfront.

Pricing Variations

We use software to processes your personal information (including contact details) and information about your transaction history with us to produce recommendations for periodical variations in the pricing of our products and services. We use this software to help us to decide how and when to change our prices. Our Sales Teams ultimately decide if any price change recommendations produced by the software will be applied.

Security

We use security methods to protect the personal information that we process, including SSL (Secure Socket Layer) Internet standard encryption technology to encode personal information that you send to us through our Websites. SSL works by using a private key to encrypt data transferred over the SSL connection. Before sending personal information to us, please check that the browser address bar displays an image of a closed padlock or an unbroken key.

However, please note that whilst we take appropriate technical and organisational measures to safeguard the personal information that you provide to us, no transmission over the Internet can be guaranteed to be secure. Consequently, please note that we cannot guarantee the security of any personal information that you transfer to us over the Internet.

Cookies

Our website uses Cookies. These are small pieces of text that are stored by your browser. Each cookie has a name and is associated with a site. When your browser sends a request to a site (for example, to download a page, image, or video), the computer that responds (known as a server) may tell your browser to set one or more cookies. When your browser makes further requests to the same site it sends the cookies back to the server. This allows the server to remember you as you browse the site. For more information on the cookies we use, see our Cookie Policy at <https://www.status-scientific.com/cookies/>

Data collected by third parties on our behalf

Spoton.net

Our website is hosted by Spoton.net Limited (registered company number 06139437 in England and Wales). Spoton.net logs all requests in order determine the causes of reported faults and to detect and block suspicious traffic. The log records the time of the request, your IP address, the requested resource,

the referring site (if specified by your browser), and your browser's user agent string (which will usually include the name and version of your browser and operating system). Log files are deleted after ninety days.

Google Analytics

We use Google Analytics to track visitor interaction with our site to produce statistical reports. Google collects details of the pages you view and the time you viewed them, the features of your browser, and your IP address. We have enabled IP anonymisation (<https://support.google.com/analytics/answer/2763052>) so that Google will not store your complete IP address. For more information on how Google handles the data it collects, see Google's Privacy Policy (<https://policies.google.com/privacy>).

Other data collected by third parties

Mapbox Maps

When you view a page containing Mapbox maps, your browser connects to Mapbox. For more information on how Mapbox handles the data it collects, see the privacy policy - (<https://www.mapbox.com/privacy/>).

Record Retention

We retain personal information for no longer than is necessary for the purposes for which the personal information is collected. When determining the relevant retention periods, we will consider factors including:

- legal obligation(s) under applicable law to retain data for a certain period;
- statute of limitations under applicable law(s);
- (potential) disputes, and;
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information once this is no longer needed.

Your rights

The following section explains your rights. The various rights are not absolute, and each is subject to certain exceptions or qualifications.

We will grant your request only to the extent that it follows from our assessment of your request that we are allowed and required to do so under data protection laws. Nothing in this Privacy Statement is intended to provide you with rights beyond or in addition to your rights as a data subject under data protection laws.

1. The right to be informed

You have the right to be provided with clear, transparent and easily understandable information about how we use your personal information and your rights. Therefore, we're providing you with the information in this Privacy Statement.

2. The right of access

You have the right to obtain a copy of your personal information (if we're processing it), and other certain information (like that provided in this Privacy Statement) about how it is used.

This is so you're aware and can check that we're using your personal information in accordance with data protection law.

We can refuse to provide information where to do so may reveal personal information about another person or would otherwise negatively impact another person's rights.

3. The right to rectification

You can ask us to take reasonable measures to correct your personal information if it's inaccurate or incomplete.

4. The right to erasure

You can request the deletion or removal of your personal information where there's no compelling reason for us to keep using it or its use is unlawful. This is not a general right to erasure; there are exceptions, e.g. where we need to use the information in defence of a legal claim.

5. The right to restrict processing

You have the right to 'block' or suppress further use of your personal information when we are assessing a request for rectification or as an alternative to erasure. When processing is restricted, we can still store your personal information, but may not use it further. We will record if you request further use of your personal information to be 'blocked' to make sure the restriction is respected in future.

Updating this statement

We may make minor changes to this Privacy Statement. When we make these changes, we will publish the updated statement on our Website. If we make any significant changes, we will take additional steps to inform you of these.