

Privacy Policy

Introduction

This privacy policy sets out how Estechco use and protect information that you provide when you engage our services or interact with our systems.

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), the company responsible for your data privacy is Estechco ("we", "us" or "our") as defined below.

We may change this policy from time to time by updating this document/page. You should check from time to time to ensure that you are happy with any changes.

This policy is effective from 14th May 2018.

Definitions

Estechco - means this business, the trading name of Eslington Technical Consultancy Ltd, a UK limited company, registration number 2732150.

Client - means a customer who engages directly with the products and services of Estechco.

Suppliers - means businesses that Estechco engages directly with to procure goods and services.

Our System(s) - means any software solution or product, including websites, developed by Estechco.

User - means an employee, agent, or representative of a Client, who primarily uses the Private Areas of Our Systems.

Personal Data - means any information relating to an identified or identifiable natural person.

Client Data - means Personal Data, reports, addresses, and other files, folders or documents in electronic form that a User of our systems stores.

Public Area(s) - means the parts of our systems that can be accessed both by Users and Visitors, without needing to log in.

Private Area(s) - means the parts of our systems that can be accessed only by Users, where access requires logging in.

Visitor - means an individual other than a User, who uses the Public Area, but has no access to the Private Areas of our systems.

Controller - means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.

Processor - means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

Data Controller and Data Processor

The distinction between these two roles, within our business, is clearly defined. The only data for which we are the Controller is specifically our client's own information and is held solely to maintain ongoing working relationships with those organisations. We may also require data for companies from whom we utilise goods or services, although only that which is freely available in the public domain, for example, via their own literature or website.

Estechco should be considered a Processor through our Clients and Users collection of Client Data through their use of Our Systems. We do not own, control or direct the use of any of the Client Data stored or processed by a Client or User via Our Systems. Only the Client or Users are entitled to access, retrieve and direct the use of such Client Data. Estechco is largely unaware of what Client Data is actually being stored or made available by a Client or User of our systems and does not directly access such Client Data except as authorized by the Client, or as necessary to provide Services to the Client and its Users.

The Client or the User is the data controller for any Client Data containing Personal Data, meaning that such party controls the manner such Personal Data is collected and used as well as the determination of the purposes and means of the processing of such Personal Data.

Principles

All personal data will be processed lawfully, fairly and in a transparent manner;

Personal data will only be collected for the specified, purposes outlined within "How will it be used" and will not be further processed in a manner that is incompatible with those purposes.

Personal data that we collect will be adequate, relevant and limited to what is necessary in relation to the purposes for which those data are processed. The information we collect is outlined in the section below "Information we collect".

We will take all reasonable steps to ensure that personal data is accurate and, where necessary, kept up to date. "Your choices", in this regard, are outlined below

We will hold and process personal data in a manner that ensures appropriate security. We outline this in the "How is it held" section of this policy.

Personal data will be kept in a form that permits identification for no longer than is necessary for the purposes for which the personal data has been collected for processing, in line with our Data Retention Policy, mentioned below.

Information we collect

As a controller, we only collect as much information as we need to continue an ongoing relationship with you. This may include your full contact name, address, phone number and email address.

Banking details are not typically held for Clients but may be necessary to pay for goods and services from Suppliers.

As processor to our client's data, we may collect personally identifiable information about you, such as your full name, phone number, email address, bank account details, or similar.

When a visitor or user accesses our products or services via a web browser, we may automatically collect a limited amount of data, in the form of cookies, beacons or tags. This is done purely to improve your experience or enhance the services we provide. It will not contain personally identifiable or sensitive information.

As a user logging into a client website, we may record information that your web browser sends by way of a usage log. This will include information such as your operating system, browser type, IP address, date and time and other such information.

How will it be used

Other than Client Data, we use information to operate, maintain, enhance and provide all features of our systems, to provide the services and information that you request, to respond to comments and questions and to provide support to users of our systems. We process Client Data solely in accordance with the directions provided by the applicable Client or User.

How will it be shared

Except as described in this Policy, we will not intentionally disclose the Personal Data or Client Data that we collect or store on our systems to third parties without the consent of the applicable Visitor, User or Client.

We will not rent, sell your personally identifiable information to others. Nor will we share this information with third parties for their direct marketing purposes.

We will disclose your information where required to do so by law, if subject to subpoena or other legal proceeding or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our Terms of Service or to protect the security or integrity of our systems; and/or (c) to exercise or protect the rights, property, or personal safety of Estechco, our users or others.

How is it held

We take several measures to safeguard the collection, transmission and storage of the data we collect. Client Data is protected by a password for your privacy and security and stored in databases using industry standard security techniques.

Although we strive to employ reasonable protections for your information that are appropriate to its sensitivity, we do not guarantee or warrant the security of the information you share with us and we are not responsible for the theft, destruction, loss or inadvertent disclosure of your information or content. No system is 100% secure. Our systems typically use Secure Sockets Layer (SSL) technology to allow for the encryption of personal information and credit card numbers.

The information collected through our systems may be stored and processed in the United Kingdom, Europe, or any other country in which Estechco, affiliates or service providers maintain facilities. We

may transfer information that we collect about you, including personal information, to affiliated entities, or to other third parties across borders and from your country or jurisdiction to other countries or jurisdictions around the world. If you are located in the European Union or other regions with laws governing data collection, please note that we will not transfer information, including personal information, to a country and jurisdiction that does not have the same data protection laws as your own.

Your choices

We respect your privacy rights and provide you with reasonable access to the Personal Data that you may have provided through your use of our systems. If you wish to access or amend any other Personal Data we hold about you, or to request that we delete, you may contact us as set forth in the “How to contact us” section.

You may decline to share certain Personal Data with us, in which case we may not be able to provide to you some of the features and functionality that we would normally expect.

At any time, you may object to the processing of your Personal Data, on legitimate grounds, except if otherwise permitted by applicable law. If you believe your right to privacy granted by applicable data protection laws has been infringed upon, please contact our Data Protection Officer at privacy@estechco.co.uk. You also have a right to lodge a complaint with data protection authorities.

This provision does not apply to Personal Data that is part of Client Data. In this case, the management of the Client Data is subject to the Client’s own Privacy Policy, and any request for access, correction or deletion should be made to the Client responsible for the uploading and storage of such data into the Service.

Data Retention

We only retain the Personal Data collected from a User for as long as the User’s account is active or otherwise for a limited period of time as long as we need it to fulfil the purposes for which we have initially collected it, unless otherwise required by law. We will retain and use information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Children’s privacy

Protecting the privacy of young children is especially important. For that reason, Estechco does not knowingly collect or solicit personal information from anyone under the age of 16. In the event that we learn that we have collected personal information from a child under age 16, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 16, please contact us at privacy@estechco.co.uk

How to contact us

If you have any questions about this Privacy Policy, our practices, or your dealings with our systems, please contact us at privacy@estechco.co.uk, or send mail to:

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