



Time & Frequency Solutions

Time & Frequency Solutions Limited - GDPR Privacy Policy

Introduction

Time & Frequency Solutions Ltd is committed to safe guarding any personal data it holds about you to ensure that your privacy is protected. This Privacy Policy explains how Time & Frequency Solutions Ltd uses and protects any information that you provide to us, directly or indirectly, how it is used and the steps we take to ensure that it is kept secure.

Time & Frequency Solutions may change this policy from time and you should check our website or contact us from time to time to ensure that you are happy with it.

This policy is effective from 25 May 2018.

Information we may collect

We may collect any personal information you provide to us when you contact us by phone, fax, email or via contact links on our website. This information may include the following:

Name, job title, contact information including email address, telephone numbers, company name and other demographic information such as address and postcode.

Time & Frequency Solutions Ltd does not collect cookies or utilise IP address information via its website to gather personal information.

Consent and how we use your information

Information we obtain about you, will be recorded, used and protected by us in accordance with current GDPR legislation and only used when the law allows us to, most commonly:

- Where we need to execute the contract we are about to enter into, or have entered into with you.
- Where it is necessary for our legitimate interests without compromise to your interests or fundamental rights.
- Where we need to comply with a legal or regulatory obligation.
- Where you explicitly consent or where we believe you may have a legitimate interest, for example, occasional mailshot updates.



Purposes in which we use your information

We use personal data to:	For the purpose of:	The applicable legal basis
Provide you with information that you have requested from us in relation to our products.	We will need to use your contact details to provide you with details about our products.	By specifically requesting information, you are consenting to us using your personal data.
For general administration, including, but not limited to the preparation of quotations, sales orders, deliveries, repairs, invoicing and any other miscellaneous related issues.	We will need to use your details to provide you with this information, planning and logistics and to invoice you	By asking for quotations and placing orders, you are consenting to us using your data. Necessary for our legitimate interests and for us to perform our contract with you.
Delivery and release of products	To deliver your order	Where we need to share these details with logistic companies in order to perform the contract we have with you.
We may periodically send promotional emails about our products and other information which we think you may find interesting, and to make suggestions and recommendations to you	Keeping you informed of our products.	It is our legitimate interest to keep you informed and up to date about our company and products, to develop our products and grow our company. Where we rely on legitimate interests in this way, we will always offer an unsubscribe option on any such email we send you.
Security and to comply with, or abide by legal obligations and requirements	Ensuring security and preventing or detecting fraud.	Any applicable legal grounds for processing from time to time.

Security and storage of data and how long we keep it for

We are committed to ensuring that your information is secure, and we maintain appropriate administrative and technical safeguards to protect your personal data against disclosure, alteration or destruction. Access to data is only allowed by authorised persons who have a legitimate business need to access such data.

Transmission of information via the internet is not completely secure. Although we take measures to protect your information from unauthorised access, we cannot always guarantee the security of information sent over the internet.

In certain circumstances, your information may be stored outside of the U.K. and the European Union. In such circumstances, we will take all steps necessary to ensure that your information is adequately protected.

Information will be retained for as long as necessary to provide you with the services you have requested from us, or for as long as the law permits.



Time & Frequency Solutions

Controlling your personal information

We will not sell, distribute, or lease your personal information to third parties unless we have your permission, or we are required by law to do so. Where it is necessary to share information with third parties, for example with delivery couriers and sub-contractors, for the purpose of arranging deliveries to you, we check that these companies are similarly compliant with the current legislation and only share relevant information where we believe it is appropriate for us to do so.

You have a number of rights in relation to how your personal information is used:

- To request a copy of the personal data.
- To update or correct any of the personal data
- Request erasure of your personal data
- Object to our processing of your personal data
- To request restriction of our processing your personal data
- Request transfer of your personal data
- Right to withdraw your consent.

To make any request in connection with these rights, please contact us at the address detailed under the contact us section.

Contact us

Our contact details are:

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Essex
CM8 3AL

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Email: enquiries@timefreq.com