

## COMPANY PRIVACY POLICY

Cambridge Precision Ltd takes the privacy of our clients, contacts and employees very seriously. We also endeavour to maintain the trust and confidence of our visitors to our web site. The Company is committed to being transparent about how it collects and uses data and to meeting its GDPR and data protection obligations, even conforming to ISO27001 information security standard.

CPL does not sell, rent or trade email lists with other companies and businesses for marketing purposes.

### Introduction

This policy ("Privacy Policy") applies to information collected and used by Cambridge Precision Ltd relating to our existing and potential clients, employed staff and contract workers. This Privacy Policy assures you that no information is given to any third-party without your express permission. Any information we collect is confidential and by agreeing to our terms of business or employment contracts you are accepting the terms described in this Privacy Policy.

Please take a moment to familiarise yourself with our privacy practices and contact us with any questions.

### Types of Information We Collect

**Client Information** - We collect information to deliver the services that our clients request. Some information that we collect can be used to identify you or can be reasonably used in connection with other information to identify you. This information is called "personal information" and may include your name, postal address, email address, phone number.

**Employee Information** - Statutory and operational information regarding employees is kept as outlined in the Company Handbook, which should be read in detail by anyone seeking or currently employed by us.

**Digital contacts** - Cambridge Precision Ltd only collects information about website users through forms that are submitted, requesting a response from us and so it is presumed that this information is given with consent and is in line with this policy.

When someone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

### Our website uses cookies

Cookies are small text files that are placed on your machine to help the site provide a better user experience. Our cookies do not gather personal information but may store an identifying piece of information such as an IP address. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on our site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your internet browser. Please also refer to the CPL Cookie Policy.

### How We Use Your Information

Cambridge Precision Ltd uses the personal information that we collect about any individual or that is provided in conversation or meetings, to inform the delivery of our work and to maintain contact regarding specific projects or pieces of work we undertake. We will also make occasional contact with you supplying

information that we consider will be relevant and useful to you and to meet our regulatory obligations as a service provider, a limited company and a responsible employer.

### **Information Sharing**

Cambridge Precision Ltd does not sell personal information to third parties. However, we will disclose some of the personal information that we collect with your permission to the delivery of agreed projects and activity. Personal information may also be disclosed to comply with any court order, law or legal process, or government or regulatory request, or if we believe that disclosure is necessary or appropriate to protect the rights, property, or safety of Cambridge Precision Ltd, our clients or staff.

On occasions we may be asked by a client to engage with contacts that they provide to us. In this circumstance, the information will only be used for the client's express purposes and it is deemed that we are acting on their behalf and with consent. Any such contact will include an "opt-out" link if you would prefer not to be contacted again.

### **Accessing Your Information**

At any time, you can review and change your personal information by emailing [GDPR@CambridgePrecision.com](mailto:GDPR@CambridgePrecision.com). Information other than that which we have to collect under statutory and regulatory duties, can also be deleted on request.

### **Information Security**

Cambridge Precision Ltd has implemented measures designed to secure your personal information from accidental loss and from unauthorised access, use, alteration and disclosure. Cambridge Precision Ltd stores and processes your personal information on its computers and servers in the United Kingdom. We protect your personal information by maintaining physical, electronic, and procedural safeguards in compliance with applicable UK and EU regulations. Cambridge Precision Ltd also uses computer safeguards such as firewalls to protect your information.

Unfortunately, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee the absolute security of your information.

Please review the CPL Information Security Policy.

### **Social Media Advertising**

We use our own website, Facebook, LinkedIn and Twitter to maintain profile and will identify clients on occasion unless specifically requested not to in writing. Images and names of employees may be used, with the consent of employees.

### **Third Party Links**

Our website may contain links to other websites that are Trusted Partners but not operated by us. If you click on a third party link, you will be directed to that third party's site. We recommend that you review the Privacy Policy of each site you visit. Cambridge Precision Ltd does not control, and assumes no responsibility for the content, privacy policies or practices of any third party sites or services.

### **Email communications**

As part of our general communication process we occasionally produce and distribute an e-newsletter to tell you about issues relevant to your relationship with us; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We do not rent or trade email lists with other organisations and businesses and you can choose to opt out of receiving this type of occasional email.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve in line with our commitment to continuous improvement.



**Nick Raven, Operations Director**

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