

PRIVACY POLICY  
(Customers and Stakeholders)

This Privacy Policy sets out how INSPEC International Ltd collects and uses personal data provided by you. It is subject to change from time to time, as appropriate.

References herein to 'us', 'we', 'our' or 'INSPEC' relate to INSPEC International Ltd.

References herein to 'our services' relate to any or all of our Certification Services, Equipment Sales, Proficiency Services & Testing Services.

**Who we are:**

INSPEC International Ltd is the world's leading independent organisation for the testing and certification of Personal Protective Equipment (PPE), for conducting related inter-laboratory comparisons and for the design and supply of related laboratory test equipment. We have been established in the United Kingdom since 1981 and in China since 2002.

INSPEC acts as data controller in respect of your personal data that we process. Our Privacy and Data Compliance Officer is Bernadette Clough. If you have any questions about this Privacy Policy and how we use your personal data, please email her at [bernadette.clough@inspec-international.com](mailto:bernadette.clough@inspec-international.com)

INSPEC is committed to ensuring that your privacy is protected. Should we ask you to provide information by which you can be identified when using our services, then you can be assured that it will only be used in accordance with this Privacy Policy. You should check this page periodically to ensure that you are happy with any changes that we may make from time to time. This policy is effective from 25 May 2018.

**What we collect**

We may collect the following information:

- name and job title
- contact information, including email address
- demographic information, such as postal code, country, preferences and interests
- other information relevant to customer surveys and/or offers.

**What we do with the information we gather**

We collect and use your personal data for a number of different purposes:

- to prepare a proposal for you, regarding the services we offer;
- to provide you with the services as set out in our Terms of Business and our contract with you, or as otherwise agreed with you from time to time;
- to undertake any conformity assessment services, we provide to you;
- to deal with any complaints or feedback you may have or are involved with;
- to meet our compliance and regulatory obligations and as required by tax authorities or any competent court or legal authority;
- for marketing to you where relevant;
- training and performance monitoring of our staff;
- for the administration and management of our business, including but not limited to, recovering debts and archiving or statistical analysis;
- seeking advice on our rights and obligations, such as when we require our own legal advice;

For each purpose we must have a legal ground for such processing. In respect of your personal data, the legal grounds we rely on are:

- our performance of a contract with you;
- us having an appropriate business need to use your data, where such need does not overly prejudice you;
- you having given your explicit consent for us to use your personal data;
- us having a legal or regulatory obligation to use your data;
- the need to use your data to establish, exercise or defend our legal rights.

**Controlling your personal information**

We will not sell, distribute or lease your personal information to third parties, unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

**Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **These are your rights**

### *The right to access your data*

Upon request, you are entitled to a copy of the personal data we hold about you and details of how we use it. If you would like a copy of this information please email [bernadette.clough@inspec-international.com](mailto:bernadette.clough@inspec-international.com).

### *The right to erasure / editing of your data*

You have the right to ask us to erase your personal data, which we will do unless legally prevented.

We take reasonable steps to ensure that the information we hold about you is accurate and complete. However, if you do not believe this is the case, you can ask us to update or amend it.

### *The right to restriction of processing of your data*

You are entitled to ask us to stop using your personal data, which we will do unless legally prevented. You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to provide personal data, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes;
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or [bernadette.clough@inspec-international.com](mailto:bernadette.clough@inspec-international.com). This e-mail address is being protected from spambots.

### *The right to object to marketing initiatives*

At any time, you can ask us to stop sending you marketing correspondence including, but not limited to, Expression of Interest emails.

### *The right to withdraw consent*

For certain uses of your personal data, we will ask for your consent. When we do this, you have the right to withdraw your consent to further use of your personal data.

### *The right to lodge a complaint with the ICO*

You have a right to complain to the Information Commissioner's Office (ICO) if you believe that any use of your personal data by us is in breach of applicable data protection laws and regulations. Making a complaint will not affect any other legal rights or remedies that you have.

## **Website information**

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We use this information only for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and Privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the Privacy Policy applicable to the website in question.