

PRIVACY POLICY



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This privacy policy sets out the basis on which any personal information we may collect from you, or you provide to us, will be processed and used by us. It also describes how we use cookies and how you can manage them.

When we refer to “we”, “our” or “us” we are referring to BDR Technical Solutions Ltd of Caspian House, Timothy’s Bridge Road, Stratford-upon-Avon, Warwickshire, CV37 9NR (Company No. 02652955) and its subsidiaries or any of them as the context so requires.

Information We May Collect From You

In registering for any of the products and services, you are confirming to us that you understand and accept that your personal information may be used by us in the manner described below.

We may collect and process the following data about you:

- information that you provide by filling in forms on our website. This includes information provided at the time of registering to use our website, subscribing to our products and services, posting material or requesting further products and services. We may also ask you for information when you report a problem with our website;
- if you contact us, we may keep a record of that correspondence (including email and phone conversations);
- your name, address, telephone numbers, email address and other information which you supply to us;
- we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them;
- details of transactions you carry out and the fulfilment of those transactions; and
- details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

Data Collection

We obtain information from customers directly, as well as some 3rd party sources. Information provided by the customer is used for the processing of orders and contracts made by the customer, including any future billing and maintenance services. We collect information from publicly available sources, as well as selected third-party lead generation services.

The data we hold on you will remain within the Icom internal computer system, with data being physically stored within Icom premises and selected datacentres. All premises and data centres remain within the EU and are secured to ISO 27001:2013 standards.

Uses Made Of The Information

We may use information held about you in the following ways:

- to ensure that content from our website is presented in the most effective manner for you and for your computer;
- to provide you with information, products or services that you request from us or which we feel may be of interest to you, where you have consented to be contacted for such purposes;
- to audit the usage of our website;
- to carry out our obligations arising from any contract entered into between you and us;
- for training purposes, quality assurance or to record details about the products and services you order from us;
- to satisfy and meet our legal and regulatory requirements;
- to allow you to participate in interactive features of our services, when you choose to do so; and
- to notify you about changes to our products and services.

Unless prescribed by law, we will retain your personal information for no longer than is necessary for the purposes for which the personal information was collected or for which it is to be further processed by us.

Disclosure Of Your Information

We may disclose your personal information to any member of the BDR Group as required for processing of your products and services. We may disclose your personal information to third parties if we are under a duty to disclose or share your personal information in order to

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comply with any legal or regulatory obligation, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your Rights

You have the right of access to any personal information that we store about you, the right to rectification, to correct any incorrect information that we hold on you, the right to erasure, of any personal information that we hold on you, the right to data portability, for your data to be transferred from or to a 3rd party supplier and the right to object to your data being processed for marketing purposes. Your rights can be exercised in writing and addressed to **info@bdrgroup.co.uk**

Contact Information

If you have comments or any questions about our Privacy Policy, you would like to exercise your rights or you wish to lodge a complaint, please contact **info@bdrgroup.co.uk** If you would like to escalate your complaint, please first contact the PA to the CEO in writing to BDR Technical Solutions Ltd, Timothy's Bridge Road, Stratford-upon-Avon, Warwickshire, CV37 9NR.

If you are not satisfied with the handling of the complaint by BDR, you can escalate your complaint to the Information Commissioners Office (ICO) at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.