

Privacy Policy

General Information

Here at NCS Technology Limited we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

This privacy notice lets you know what happens to the personal data that you give to us, or that we collect from or about you.

The correspondence address for NCS Technology Limited is:

NCS Technology Limited

3 West Court

Enterprise Road

Maidstone

Kent ME15 6JD

Telephone Number 01622 769692

For queries relating to Data Protection please contact our Data Controller at:

info@ncstechnology.co.uk

Why we collect your data:

All personal information that we collect about you will be recorded, used and protected by us in accordance with GDPR and this privacy policy. We may supplement the information that you provide with other information that we obtain from our dealings with you or other members of staff at your establishment.

You may give us your data by filling in forms, using our website, by corresponding with us by phone, email or post or in person.

How information is collected:

These are the main ways we collect your information:

- If you contact us directly via our website or by email to request information about our services
- Referred to us by another NCS Technology Limited customer
- If you agreed to receive newsletters and marketing information by opting in
- If you engaged in a service directly from us – Including request for quotation which may result in the design, supply, installation, product warranty support, Technician service or equipment maintenance contract.
- If you provided information to us at an event or exhibition
- With your agreement we may ask permission for photographic records of our work. These may be taken pre/post installation by our engineers

If you give information on behalf of someone else, you must ensure that they have been provided with this Privacy Policy before doing so.

What data do we collect about you:

The following types of personal information about you but not limited to this list, may be collected:

Identity and Contact Details

- Name
- Address
- Phone numbers
- Email address

Website and Communication Usage

- How you use our website and whether you open or forward our communications, including information collected through cookies and other tracking technologies (further information can be found in our [Cookie Policy/Cyber Security policy](#))

Sales and Services Information

- Includes details about payments and other details of products and services you have engaged with us about.

Marketing and Communications Data

- Includes your preferences in receiving marketing from us and your communication preferences.

Financial Data

- Business Bank details and payment card details where necessary (see Information Security Policy)

How we use your information:

The main uses of your personal data & information are:

- Scheduling quotation visits
- Equipment and product delivery
- Scheduling work
- Customer Support and Marketing - to respond to enquiries and to bring you news and information via email or newsletter
- Direct customer care and for personalised communication relating to services provided to you and general sales and service information
- Where necessary for the performance of a contract with you, or to take steps to enter into a contract, such as a Technician service or ongoing warranty support agreements
- In relation to the purchase of goods we will retain and share the details of installed equipment with suppliers and manufacturers. Serial numbers and dates of installation for support purposes.
- To administer and protect our business, to manage risk for us and our customers and to obey laws and regulations that apply to us.

It may be necessary for us to process your personal data without your knowledge or consent where this is required or permitted by law. Where possible, we will notify you before responding unless to do so would prejudice the prevention or detection of a crime.

Legal grounds for processing of your personal information

The use of your information set out above is permitted under GDPR law on the basis of these principal legal grounds:

- where you have given your consent – for direct marketing, email and newsletter contact
You will have been presented with a consent form either online or in person in relation to any such use
- where necessary to enter into or perform our contract with you
- where we need to use it to comply with our legal obligations
- Where we have a legitimate interest in relation to business purposes

We will only use your data for the purposes for which we have collected it. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Sharing your personal data

We may use other companies and individuals to perform functions on our behalf and to fulfil our obligations.

When we share with other parties we ensure that they only use your personal data for the purpose it was collected, and they must process the information in accordance with the requirements of GDPR.

Keeping your data safe

NCS Technology Limited has procedures and safeguards in place to protect your personal information. We use a variety of physical and online security measures, including encryption, to help protect and maintain security, integrity and availability of your information (please refer to our Cyber Security Policy and Information Security Policy for further detail)

For the safety and security of staff, visitors and vehicles, CCTV is in operation at our premises.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How long we keep your personal information for

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements.

Our retention periods are based on reasonable business needs such as when managing our relationship with you and when providing services agreed. Our retention periods are in line with legal and regulatory requirements or guidance.

In some circumstances, we may anonymise your personal data (so that it can no longer be associated with you) for statistical or business development purposes, in which case we may use this information indefinitely without further notice to you.

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

The GDPR provides the following rights for individuals:

The right to request access – to receive a copy of the personal data we hold and how we process it

The right to rectification – to have inaccurate or incomplete data corrected

The right to erasure – to ask us to delete or remove data where there is no good reason for us to continue to process it

The right to restrict processing – to have the processing of your data suspended

The right to data portability – to move, copy or transfer your personal data

The right to object – to object to the processing of data taking place for the purposes of legitimate interest

Rights in relation to automated decision making which significantly affects you

Your exercise of these rights is subject to certain exemptions to safeguard the public interest (e.g. the prevention or detection of crime), our interests (e.g. the maintenance of legal privilege) and the rights of third parties.

Access Requests

You are entitled to request access to your personal data collected or processed by NCS Technology Limited. This is known as a "data subject access request". This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

We will respond to all legitimate requests within one month. There may, however, be circumstances in which NCS Technology Limited cannot release information to you, for example, where it contains personal data about another employee or third party.

You may make your request either verbally or in writing by email or letter to the Data Protection Officer.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.

If you are dissatisfied with our use of your information or our response to any exercise of these rights, you have the right to complain to the Information Commissioner's Office – <https://ico.org.uk/>

You can contact our Data Controller info@ncstechnology.co.uk for further information on any of the above.

You have the right to withdraw your consent at any time by email to info@ncstechnology.co.uk