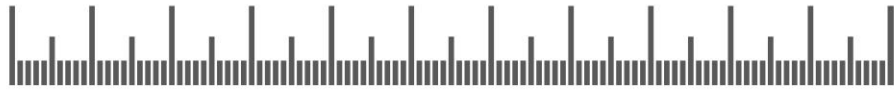


ARENA



INSTRUMENTATION



GDPR Policy
March 2020

GDPR Policy - March 2020

Data protection and Privacy policy

Goal of the data protection and privacy policy

The goal of this data protection and privacy policy is to depict the legal data protection aspects in one summarising document. This is not only to ensure compliance with the European General Data Protection Regulation (GDPR) but also to provide proof of compliance.

Preamble

Arena Instrumentation Limited is an engineering services company. We take security of client data very seriously and this document describes how we collect and use client data. Many but not all our clients are limited companies.

Security policy and responsibilities in the company

We have appointed Stacy Kinsella as our Data controller. In her absence David Dawe is the Company Director responsible for any data control issues. If you have any questions regarding your data, please contact us at Arena Instrumentation Limited, Unit 1, Rossmore Business Village, Inward Way, Ellesmere Port, Cheshire. Telephone 0151 355 1314, or email info@arena-instrumentation.com

How we collect your information.

We collect information-

- Through our Website
- Over the Phone
- Via email enquiries
- Through 3rd party chat software

Documentation

- We retain client contact details in our Accounts system
- We have a number of databases used for mailings which are acquired only through our accounts system.
- We have a contact management system that retains contact details.
- Any personal data processed by Arena Instrumentation Limited is incidental to the services we provide; the primary purpose is not to process personal data.
- We use live chat software on our website, this is provided by Click4Assistance, a 3rd party UK based Software Company. Information regarding how the data is processed and stored can be viewed [here](#).

What information we collect?

- Generally, we retain name, company name, address, telephone and email address.

How do we use this information?

- The information collected is used in two ways. If our contact with you goes no further than a meeting and quotation, this information is archived in a secure file in compliance with the GDPR legislation requirements relating to information management. If your enquiry leads to you working with us, your data will be used to assist with our service to you and be entered into our accounts system.

How is your information kept secure?

- All information that is gathered is used or archived is kept secure with a view to preventing any unauthorised access to your data. Arena Instrumentation Limited ensures that it has in place appropriate technical and organisational measures, to protect against unauthorised or unlawful processing or accidental loss, destruction or damage of data. We do not supply our data to any other companies without your specific consent.
- All employees are obliged to maintain client confidentiality.

Consent

- Arena Instrumentation Limited and its employees will never pass your information to a third party without your consent.
- By providing us with your information you have consented for us to use it for the purposes above.
- If you wish to withdraw consent to Arena Instrumentation Limited using your data for business purposes please contact us at info@arena-instrumentation.com

How we use cookies

Cookies are small text files that websites save locally to your computer, which allow sites to store and use information during your visit. They can improve your experience when using a website by:

- Remembering preferences, so you don't have to keep re-entering your choices when you visit again
- Measuring how you use a site, so that changes can be made to ensure it meets your needs

None of our cookies used for our sites can be used to identify you personally. When you initially visit our website you will be asked specifically to allow us to use cookies or not.

You can set your browser to refuse all cookies or to indicate when a cookie is being sent, however some website features or services may not function properly without cookies.

Google Analytics

We use Google Analytics cookies to track anonymous usage statistics and do not collect any personal information that can be used to identify you.

Access to data we hold about you

- If you wish to view the data we hold on you please email info@arena-instrumentation.com and copies of your data will be provided