



9 July, 2020

Privacy Notice

1. Background

Otter Controls Limited is a global manufacturing and engineering company with sites in the UK, China, India, the Netherlands and Hungary. As an important part of our business, we collect and manage customer data. In doing so, we comply with UK data protection legislation, and are committed to protecting and respecting customers' privacy and rights.

Specifically, we act as **Data Controller** with regard to information gathered and processed from our website. This website is not intended for children and we do not knowingly collect personal data relating to children. We are registered as a Data Controller with the Information Commissioner's Office under reference Z5813891.

Organisations that process personal data must comply with Data Protection legislation, which includes a set of data protection principles that create standards for fair and lawful processing of personal data and gives individuals more control over how their data is used. A Privacy Notice is a public document from an organisation that explains how that personal data is processed and how it applies data protection principles. It must be:

- In a concise, transparent, intelligible and easily accessible form
- Written in clear and plain language
- Provided at the time that an individual gives their personal data
- Provided free of charge

Our Privacy Notice describes the ways in which we collect, manage, process, store and share information about individuals as a result of visiting our website. It also provides them with information about how they can have control over the use of their data.

2. Definition of Data Protection Terms

"Controller" means the people who or organisations which, alone or jointly with others, determine the purposes for which, and the means of the processing of Personal Data. They are responsible for establishing practices and policies in line with Data Protection Legislation. We are the data controller of all Personal Data used in our business for our own commercial purposes.

"Data" means information which is stored electronically, on a computer, or in certain paper-based filing systems.

“Data Protection Legislation” means the Data Protection Act 2018 (the “DPA”) and the General Data Protection Regulation 2016/679 (the “GDPR”) until any UK data protection legislation replaces the GDPR in the UK.

“Data Users” means those of our employees whose work involves processing Personal Data. Data users must protect the data they handle in accordance with this data protection policy and any applicable data security procedures at all times.

“Data Protection Officer” or “DPO” means the data protection officer appointed pursuant to the Data Protection Legislation.

“Personal Data” means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person (“Data Subject”). A Data Subject need not be a UK national or resident. All Data Subjects have legal rights in relation to their Personal Data.

“Processing” means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

“Processor” means any person or organisation that is not a data user that processes Personal Data on our behalf and on our instructions. Employees of data controllers (i.e. our employees) are excluded from this definition.

“Special categories of Personal Data” means Personal Data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation. Sensitive Personal Data can only be processed under strict conditions, including a condition requiring the explicit permission of the person concerned

3. What data do we collect?

We collect basic personal identification information (name, e-mail address, ‘phone number etc) which is supplied to us via e-mails to either of the two Company e-mail addresses found on the website.

4. How do we collect your data?

We collect and process data when you contact us via our website e-mail addresses. The website is an information only site, so no data is stored on this website.

5. How will we use your data?

By responding to e-mails.

When you apply for a job online you will have to provide us with detailed personal information. Our Human Resources teams will retain this information to enable us to deal with enquiries about your application.

If you are not selected for the post but are a preferred candidate we may contact you again should a suitable vacancy arise. Likewise if you send us your cv speculatively HR will retain your details and may contact you should a suitable vacancy arise.

6. How do we store your data?

The information you provide to us via your e-mail sent to either e-mail address on the website, will be stored securely on servers based in the UK. However, in the course of our operations or in storing e-mail and other communications between you and us, we may transfer your personal data to other parts of our organisation, who are based outside the UK or European Economic Area (EEA). By submitting your personal data you agree that we may transfer, store and process your information outside the EEA.

We take all steps reasonably necessary to ensure your data is treated securely and in accordance with the General Data Protection Regulations 2018 and we employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. In particular, we use secure encryption technology and have stringent internal procedures to ensure only those of our employees or contractors who require access to your data have access to it.

However, you acknowledge that communications sent via the Internet cannot be guaranteed to be completely secure.

7. How long do we keep your data?

We will retain your personal information as long as we have an ongoing legitimate business need to do so.

8. What are your Data Protection Rights?

Right to be informed

This Privacy Notice fulfils our obligation to tell you about the ways in which we use your information as a result of you visiting this website.

Right to access

You have the right to ask us, in writing, for a copy of any personal data that we hold about you. This is known as a "Subject Access Request". We may charge a small fee but we will send you a copy of the information within 30 days of your request.

Right to rectification

You have the right to request that we correct or complete any information you believe is inaccurate or incomplete.

Right to erasure

You can ask that we erase all personal information that we hold about you. Where it is appropriate that we comply, your request will be fully actioned within 30 days.

Right to restrict processing

If you wish us to restrict the use of your data because

- (i) you think it is inaccurate but this will take time to validate,
- (ii) you believe our data processing is unlawful but do not want your data erased,
- (iii) you want us to retain your data in order to establish, exercise or defend a legal claim, or
- (iv) you wish to object to the processing of your data, but we have yet to determine whether this is appropriate

Right to data portability

This right allows you to move, copy or transfer your data from our organisation to another, or directly to you, under certain conditions.

Right to object

You have the right to object to our processing of your personal data, under certain conditions

Rights related to automated decision-making

We do not use automated decision-making processes in relation to any information collected via e-mails to addresses on this website.

If you make a request under any of these rights, we will respond within one month – see section 12. below for contact details.

9. When would we disclose or share your data?

We will not disclose your personal information to third parties, unless we are required to do so by law, or unless we have your explicit consent.

10. Third part websites

This Privacy Notice only applies to the Otter Controls Limited website. If you follow a link or move to another Company website from ours, you will no longer be covered by this policy. You should check their Privacy Statement before submitting any personal information.

11. Changes to Privacy Notice

This Privacy Notice is kept under regular review. Any changes to our policies in the future will be posted to the website. The last update was 9 July, 2020.

12. How to contact us

If you have any questions about our Privacy Notice, the data we hold on you or you would like to exercise one of your data protection rights, please don't hesitate to contact our Data Protection Officer:

sally.lowles@ottercontrols.com

01298 762386

Otter Controls Ltd, Tongue Lane Industrial Estate, Dew Pond Lane, Fairfield, BUXTON, Derbyshire SK17 7LF

13. How to contact the Information Commissioner's Office

Should you wish to report a complaint or if you feel that we have not satisfactorily addressed any concerns, please contact:

Information Commissioner's House, Wycliffe House, Water Lane, WILMSLOW, Cheshire, SK9 5AF

Tel: 0303 123 111.