

GDPR / Privacy Statement

This statement is issued pursuant to the ICO Guide to the General Data Protection Regulation (GDPR).

We operate business to business relationships with other companies (our customers and our suppliers). Sometimes individuals who work for these companies share with us a very limited amount of personal data.

What personal data might we hold?

Examples: An email address.
 A telephone number.
 An address.

We only normally hold home address records for individuals that run a business from home, or very occasionally individuals employed by our customers or suppliers who work from home.

We do not hold or use any special category data.

How do we use personal data?

We use personal data only so far as is necessary for the performance of a contract between ourselves and a customer or supplier. Or at the request of the data subject, to take the steps necessary prior to entering into a contract.

Examples: To liaise with individuals regarding our company and the services we provide.
 To make arrangements for collections/deliveries.

Or in the pursuit of our legitimate interests in ways that the data subject would reasonably expect and which have a minimal impact on privacy.

Examples: To send calibration reminders to customers.
 To occasionally send promotional information regarding our services.
 To send purchase orders to suppliers.
 To liaise with individuals regarding the services they may provide to us.

Or as required by law.

Who do we share personal data with?

Independent commercial couriers for the arrangement of collections/deliveries.

Approved suppliers in support of service delivery.

Our professional advisors, including our auditors.

Law enforcement agencies, government entities or regulatory bodies.

We do not voluntarily share your personal data with third party organisations so that they can use it on their own behalf or sell it on for marketing purposes.

Personal Data Security

The data we keep (which as described above may contain a very limited amount of personal data) is stored on internal servers. We implement access controls such as firewalls, ID verification and logical segmentation and/or physical separation of our systems and information. The data on our internal servers is encrypted and backed up off-site to servers located in the UK.

All of our employees are subject to clauses in their contracts of employment that cover use of data, security and confidentiality.

How long do we keep personal data for?

We keep personal data only for as long as necessary. When we have no ongoing legitimate business need to hold personal data we will delete it. If we're unable to do this for technical reasons, we will securely store the data, only use it for the purposes described above, and isolate it from further processing until archives are deleted.

Your Rights

Right to Access: You can request a copy of the personal information we hold about you. This is generally known as a "Data Subject Access Request".

Right to Rectification: We take reasonable steps to keep information accurate and current. However, it is your responsibility to tell us about updates to your personal data.

Right to be Forgotten or Right to Restrict Processing: You have the right to ask us to erase your personal data or to stop using it, and in most cases this will not be a problem. However, this right will need to be balanced against other factors, for example, there may be some legal, financial or regulatory obligations which mean we cannot comply with your request.

Normally we are legally required to respond within 1 month.

For further information regarding personal data and your rights please refer to the ICO Guide to the General Data Protection Regulation (GDPR).

How to Contact us

All requests relating to our use of your personal data are welcomed and should be addressed to:

The Managing Director, Lambda Calibration Ltd, Chorley Central Business Park, Stump Lane, Chorley, Lancashire, PR6 0BL.

Taking Card Payments

We sometimes take payment by card. Data given by the card holder is processed in accordance the Payment Card Industry Data Security Standard (PCI DSS).

Beyond capturing payment data on a secure system currently operated by Barclaycard; we do not make or keep any additional records of payment card data; and we do not transmit any payment card data by any other means.

Approved by



Managing Director
for and on behalf of the board of directors
Lambda Calibration Ltd

Issue: 4

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