



Integrated Design Customer Privacy Notice

Issue: A0

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Integrated Design Ltd (IDL) are committed to maintaining the trust and confidence of our Customers. In particular IDL does not share in any way personal or company details for marketing purposes, data is collected to enable IDL to develop and provide business with new and existing customers. This statement is provided with the intention to comply with your right to be informed under the General Data Protection Regulation (GDPR).

We may hold and process the following information:

1. During an enquiry and/or while conducting business, you may be asked for your company and contact details. This may include your company name, contact names, client names, addresses, telephone numbers, email address and particulars of your project requirements.
2. We will retain copies of purchase orders, order acknowledgements, delivery notes, invoices and general account history.
3. Financial information may be processed, including your bank details and any 3rd party credit checks.
4. We may hold copies of letters and communications between us and you.
5. We may hold information about your or your organisation from trade shows you visit.
6. We may process information from our websites.
7. We may process information from our premises CCTV system.

We are the controller of this information and we are also the processor of this information. This data has been gathered with your consent and in the legitimate interest of assisting us in fulfilling pre-sales support; including quotations and promotional material. It will also be necessary for us to hold and process this data in the interest of providing our products and services.

The officer responsible for the protection of your data is:

Mr. Shane Naish
Tel. 0208 8905550
Email: san@idl.co.uk
Integrated Design Ltd
Feltham Point
Air Park Way
Feltham
Middlesex
TW13 7EQ

Your data will be used to provide:

1. Specifications, drawings and quotations for our products and services in accordance with your requirements. Order processing activities will require the delivery address, order particulars (relating to a quotation or price list for distributors and partners), your invoice and company address details and contact names for accounts, sales and technical personnel as required. During the project, other personal information relating to the client may be provided (e.g. emails, meeting minutes and site contact details).
2. If payment by credit card is taken over the telephone, the card details are entered directly into the Worldpay website, IDL does not store or have records of credit card details.
3. Visitors to our websites may be requested for their name, company name, address and contact details such as telephone numbers and emails addresses for the purpose of sending brochures or newsletters. Visitors will need to opt-in to receive our monthly newsletters.
4. Our websites use Cookies which is a file that is transferred from our website to the user's computer. IDL uses Cookies to track your activities on our website only.

5. Details of visitors to our exhibition stands are collected, either by using the exhibition organisers system or by requesting business cards. The data may then be appended to our CRM for follow-up emails, newsletters and promotional material.
6. Our products may be registered online, using Fastlane Connect®. Personal information gathered will include: end user name, installation company name, contact details and product data. The data is stored as an easily-readable text file (.csv). The person/organisation registering the product will need to send this data by email. These details are used by IDL to provide future product support.
7. When visiting our premises you may be recorded on our CCTV system, the system is strictly used for maintaining the security of property and premises. Our system is registered with www.whoiswatchingme.org, our scheme reference is ZXDR-2351-3421-7107. Information may be processed from our external and internal cameras which may include visual images, personal appearance and behaviours. Where necessary or required this information is shared with data subjects, employees, service providers, police forces, or persons making an enquiry.

This is done on the basis of your consent and the legitimate interests of providing our products and services.

The recipients of your data is IDL, we anticipate that we may need to share data with organisations such as freight, delivery, credit scoring, insurance or as noted above. Shared data will always be limited to the minimum required.

You have the right to be informed of fair processing information with a view to transparency of data; this statement is intended to fulfil that right.

You have the right to access the information we hold. You should make such a request in writing to **Shane Naish** using the above contact information.

You have the right to request the information we hold is rectified if it is inaccurate or incomplete. You should contact **Shane Naish** using the above contact information and provide him with the details of any inaccurate or incomplete data. We will then ensure that this is amended within one month.

You have the right to erasure in the form of deletion or removal of personal data where there is no compelling reason for its continued processing.

You have the right to withdraw your consent at any time.

You have the right to lodge a complaint with IDL which will be followed up according to our complaints procedure; alternatively you may contact a supervisory authority such as the Information Commissioner's Office.

Our Privacy Notices and Security Policy is reviewed annually as part of the company's management processes.