

PRIVACY POLICY STATEMENT

This is the Privacy Policy of Scalemaster Limited

We take your privacy very seriously. Please take a look to see what we are doing with your personal information and how we are keeping it secure.

1. What is in this policy?

This policy tells you what information we might collect about you; how we might use that information; when we might use your details to contact you; what information we may share with others and your choices about the information you give to us.

2. What does this policy cover?

This policy covers the services that are offered by Scalemaster and the following principles are followed by Scalemaster when processing personal data:

- Data is processed fairly, lawfully and transparently
- Data is processed only for specified explicit purposes
- Processed data is used in a way that is adequate, relevant and limited to only what is necessary
- Processed data is accurate and where necessary, kept up to date
- Data is not kept for no longer than is necessary
- Data is handled in a way that ensures appropriate security, including protection against unlawful or unauthorised processing, access, loss, destruction or damage

3. Types of personal data collected

The type of personal data collected may include:

- Identity Data includes: first name, last name, title, date of birth and sex
- Contact Data includes: billing address, delivery address, email address and telephone numbers
- Financial Data includes: credit history, bank account and payment card details
- Transaction Data includes: details about payments to and from you, other details of products and services you have purchased from us
- Technical Data may include: internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website
- Surveillance and Security Data will include your physical identity recorded on camera used to monitor our premises

4. How personal data is collected

Personal Data is obtained from one or more of the following:

- Website cookies and Google Analytics
- Subscription to Company updates and promotions

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- Parties entering into agreements
- Requests for information about products
- Employment enquiries

5. Why personal data is collected

We have to have a valid reason to use your personal information. This is 'the lawful basis for processing'. The lawful basis of processing of data will always be determined prior to any data being processed. Scalemaster processes personal data under one, or more, of the following lawful bases in accordance with GDPR:

- Consent – the individual has given their consent to the processing of their personal data
- Contractual – processing of personal data is necessary for the performance of a contract to which the individual is a party, or for Scalemaster to take pre-contractual steps at the request of the individual
- Legal Obligation – processing of personal data is necessary for compliance with a legal obligation to which Scalemaster is subject
- Legitimate Interest – processing of personal data is necessary under the Legitimate Interests of Scalemaster or a Third Party, unless these interests are overridden by the individual's interest or fundamental rights

Personal data is collected to provide legitimate business services such as:

- To enable us to review and reply to your enquiry
- To provide an opinion for a product or service you have requested
- To comply with legal requirements and to meet our statutory monitoring and reporting responsibilities
- To process and communicate orders, billings and payment, delivery of products and services and to provide pre- and after-sales service
- To carry out security checks to protect us from credit risk and both you and us from fraudulent transaction
- To notify you of changes to our services
- To process a job application

6. Where personal data is stored

We are committed to keeping your information safe. Your data will not be transferred to, stored or processed in a location other than the UK. Employees are trained to keep your information secure and we have processes and procedures which are reviewed regularly for ongoing effectiveness and suitability for purpose.

Employees are notified and/or reminded about the importance we place on privacy, and what they are required to do to ensure that information is protected. All IT systems are kept in a secure environment with appropriate access controlled.

Non-sensitive details (your email address and other requested information) are transmitted normally over the internet if you have asked us to correspond with you in this way, and this can never be guaranteed to be 100% secure. As a result, whilst we strive to protect your personal information, we

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cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our system.

7. How long personal data is stored for

We review our retention periods for personal data on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal data on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us. We only hold your information if we have a valid reason for doing so – e.g. to fulfil a warranty to you or to process an order. Once this period has elapsed then your data is securely deleted. We do not store any individual's personal banking details.

8 When will Scalemaster use my information to contact me?

We might use your information to check with you about a service which you have signed up for or to answer you when you have made an enquiry to us.

9 Will I be contacted for marketing purposes?

At Scalemaster we do not routinely engage in direct marketing and will not contact you for marketing purposes.

10 Does Scalemaster share my personal information with other people?

We will not sell, share, or rent your personal information to any third party or use your e-mail address for unsolicited mail. Any emails sent by this Company will only be in connection with the provision of agreed services and products.

Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal data, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime, to establish, exercise or defend legal rights. We will only fulfil requests for personal data where we are permitted to do so in accordance with applicable law or regulation.

11 What are my rights?

The Data Protection Act 2018 (the UK's implementation of the EU's General Data Protection Regulation 2016/679) is a law on data protection and privacy for all individuals within the UK. Under this law individuals have certain rights over their personal data.

The Data Protection Act 2018 provides the following rights for individuals:

- The right to be informed about how your data is being used
- The right of access personal data
- The right to have incorrect data updated
- The right to have data erased
- The right to stop or restrict the processing of your data
- The right to data portability (allowing you to get and reuse your data for different services)
- The right to object to how your data is processed in certain circumstances
- Rights in relation to automated decision making processes

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- Rights in relation to profiling

You can find further information about these rights, when they are available and how to exercise them at: <https://ico.org.uk/your-data-matters/>

If you wish to exercise any of these rights, then please email us at info@scalemaster.co.uk

12 Complaints


We hope that you won't ever need to, but if you do want to complain about our use of personal data, please send an email with the details of your complaint to info@scalemaster.co.uk. We will look into and respond to any complaints we receive.

You also have the right to lodge a complaint with the supervisory authority Information Commissioner's Office ("ICO"). For further information on how to complain to ICO please visit <https://ico.org.uk/make-a-complaint/>

13 Updates to this policy

Updates to this policy will be posted on our website at <http://www.scalemaster.co.uk>

Approved by



Date

23/05/24

Director:

Dr Carl Jasper

ISSUE HISTORY

Issue No.	Date of change	Summary of change
1	21/05/2019	First Issue
2	22/05/2024	Review and Update Relevant Legislation