

Privacy Policy

1. Scope

This privacy policy explains how we (Nortech Control Systems Ltd) use any personal information we collect about you. We hold personal data about our customers, employees and suppliers (known as “data subjects”) for a variety of business purposes. This falls within the scope of this policy and the requirements of the General Data Protection Regulation 2016 (‘GDPR’) effective from 25th May 2018.

2. Responsibilities

- 2.1. The company’s board of directors and staff are fully committed to ensuring full compliance to this regulation.
- 2.2. The Data Protection Officer is responsible for ensuring that this privacy policy is delivered to the highest possible standard. Any questions, queries and complaints should be sent to the Data Protection Officer using the contact details provided below.

3. Privacy Policy

3.1. Who are we?

Nortech Control Systems Limited, manufactures people and vehicle access control systems. Our design team develops hardware, firmware and software and we work closely with our chosen technology partners to provide first class solutions for our customers. We also provide world class technical support and free training to our customers.

Nortech Control Systems is an independently owned British company.

3.2. Data Security

To protect your personal data Nortech has put various security measures in place such as measures against unauthorised access to, use of or editing of or unlawful or unintentional destruction of or loss of personal data. Before introducing any new processes, we will ensure measures are in place to fully protect any personal information processing and storage required. This will include using our IT infrastructure to achieve the highest level of data security.

3.3. What information do we collect about you?

We collect information about you when you place an order for products or services. Some personal data, such as name, email address, company and position may be requested to access certain areas of our website and to download documents from the site. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions.

Website usage information is collected using cookies. They will not provide us with any personnel information about you and cannot read or extract any information or data stored on your computer hard drive. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, in a few cases some of our website features may not function as a result.

3.4. How will we use the information about you?

At Nortech, we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services that you have requested from us. The information you provide through the website is used to gain a greater understanding of who is visiting. Where you request information or a quotation from Nortech, we use the information that you provide to deal with your enquiry as quickly and comprehensive as possible.

None of this information will be shared with any third-party.

3.5. How will we use the information about you?

We only contact Customers to provide news about our products and services where they have given us consent to do so. If you have given consent, you may opt out at any time by ticking the 'opt-out' box or contacting us directly.

3.6. Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please contact us using the contact details below. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information that you believe to be inaccurate.

3.7. Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 24 May 2018.

3.8. How to contact us

By post:

Francesca Vecchio
Data Protection Officer
Nortech Control Systems Limited
Nortech House,
William Brown Close,
Llantarnam Park,
Cwmbran,
NP44 3AB
UK

By Email: dpo@nortechcontrol.com