



GDPR, COOKIES & PRIVACY

INTRODUCTION

The following explains how Electronic Temperature Instruments Ltd (ETI) uses and stores any personal information we collect about you when you use one of our websites.

Our websites contain links to other ETI Ltd websites. This privacy notice applies to all such websites.

For information regarding ETI Apps & Data Protection, **please click here**

Our Lawful Basis for using and holding data, in accordance with GDPR, our legitimate interests, and contractual necessity. Such legitimate interests are explained in – “Why we need your data.” And “How long will we store your data”.

Emails sent between ETI Ltd & the customer cannot be assumed to be secure.

Internally, we will treat any information supplied in strict confidentiality and ensure that data is processed and stored securely.

WHAT ARE YOUR RIGHTS?

Under the GDPR, you have the following rights:

- The right to be informed about our collection and use of your personal data.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability.

For more information about these rights please visit Information Commissioner’s Office website at www.ico.org.uk

WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We collect information about you when you fill in a contact form, place an order or email us directly. We also collect information when you voluntarily comment on our blog posts, provide feedback and participate in competitions.

Website usage information is collected using cookies.

The information we collect about you will include your name, email address, postal address, phone number, IP address, location, company name, your chosen internet browser and service provider and device, plus any information you supply voluntarily.

If ETI was ever sold to another company, your contact information would be passed on to this new party.

As noted throughout this notice we do take every measure to safeguard your data and only collect and store what is necessary.

WHY DO WE NEED YOUR DATA?

We collect information about you to fulfil the legitimate interests of our mutual relationship.

To meet your request, such as requesting a return call; processing your order; manage your account.

We may also contact you directly to ask about the quality of the overall service that we provide.

We use the information collected from the website to personalise your repeat visits to our website.



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MARKETING

We would like to send you updates and information via email about other products, services, and information we think may be of interest to you.

We may use your contact information to advertise our service to you on third-party websites such as social media sites.

You may unsubscribe or opt out at any time, to stop us from contacting you for marketing purposes or giving your information to other parties.

If you no longer wish to be contacted for marketing purposes **please click here**, select GDPR & Privacy related option, enter your name, address and email address and we will ensure you are not contacted further.

Also, your data will be dealt with on our systems accordingly ensuring only essential data for UK legal reasons is retained.

HOW LONG WILL WE STORE YOUR DATA?

We will only store data for the minimum legal as defined by UK law and/or contractual limits.

If we provide any paid-for services to you, we are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years, after which time it will be destroyed.

Your information that we may use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information.

ACCESS TO YOUR INFORMATION AND CORRECTION

Those ETI customers having an account may sign in and edit any personal information by signing in on the **'my account'** section on this website. This section enables tracking of order history, editing of personal data and addresses, and further information relevant to account customers regarding GDPR.

Non-account customers may ask us to supply, edit or delete personal data gathered by **clicking here** or using the contact-us link visible on every page of the site.

You have the right to request a copy of the information that we hold about you via a Data Subject Access Request. If you would like a copy of some or all of your personal information, please email or write to us at the following address.

Email: GDPR@etiltd.co.uk

Post: GDPR, Electronic Temperature Instruments Ltd, Riverside House, Easting Close, Worthing, BN14 7JN

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office at www.ico.org.uk



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CHANGES TO OUR PRIVACY NOTICE

We keep our website's privacy notice under regular review and we will place any updates on this web page. This privacy notice was last updated on 14/03/2023.

COOKIES

We use cookies to personalise content and ads, to provide social media features and to analyse our traffic. We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information that you've provided to them or that they've collected from your use of their services. You can choose what cookies you allow us to use in this cookie declaration.

Cookies are divided into several main groups:

Strictly Necessary

Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies enabled and should not be refused if you wish to purchase online.

The following may be disabled, but doing so may adversely affect your website experience.

Preference/Performance

Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.

Statistics

Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously.

Marketing

Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.

Unclassified

Unclassified cookies are cookies that we are in the process of classifying, together with the providers of individual cookies.

You can view more information on the cookies by clicking the down arrows against the cookie group.