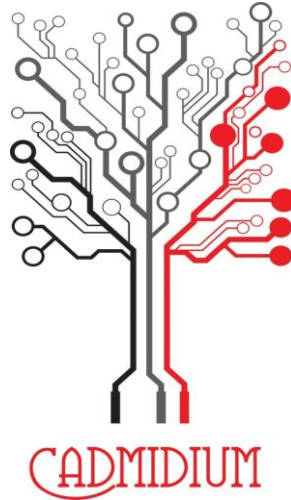


Cadmidium - Open



Cadmidium Services LTD

Privacy Policy

Releasable to:	Within the Public Domain
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Cadmidium Services Ltd
Tel 01242 861459
services@cadmidium.co.uk
www.cadmidium.com

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Privacy Policy

1.1 Introduction

1.1.1 This privacy notice tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

1.2 Who we are

1.2.1 We are Cadmidium Service Limited, and our address is Tec Marina, Terra Nova Way, Penarth, CF64 1SA. You can contact us by post at the above address, by email at enquiries@cadmidium.co.uk or by telephone on +44 (0)1242 861459.

How we use your information

1.3 When you use our website

- 1.3.1 When you use our website to browse our products and services and view the information, we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help make your user experience better.
- 1.3.2 Some of the cookies we use are strictly necessary for our website to function, and we don't ask for your consent to place these on your computer.

1.4 When you submit an inquiry via our website

- 1.4.1 When you submit an inquiry via our website, we ask you for your name, contact telephone number and email address.
- 1.4.2 We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your query to your satisfaction. We will do this based on our legitimate interest in providing accurate information and adequate service.
- 1.4.3 Your enquiry is stored and processed as an email which is hosted by Microsoft within the European Economic Area (EEA). It is also logged on a Customer Relationship Management (CRM) system on a cloud server based in the United Kingdom (UK).
- 1.4.4 We don't use the information you provide to make any automated decisions that might affect you.

- 1.4.5 We keep enquiry emails for two years, after which they are deleted in accordance with our Data Retention and Destruction Policy.

1.5 Your rights as a data subject

- 1.5.1 By law, you can ask us what information we hold about you, and you can ask us to correct it if is inaccurate. If we have asked for you consent to process your personal data, you may withdraw that consent at any time.
- 1.5.2 If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.
- 1.5.3 If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.
- 1.5.4 You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.
- 1.5.5 Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.
- 1.5.6 To submit a request regarding your personal data by email, post, or telephone, please use the contact information provided above in the [Who we are](#) section of this policy.

1.6 Your right to complain

- 1.6.1 If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office (ICO) via their website at www.ico.org.uk/make-a-complaint or call their helpline on 303 123 1113.

1.7 Updates to this policy

- 1.7.1 We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.
- 1.7.2 We will update the version number and date of this document each time it is changed.