

General Data Protection Regulation (GDPR) Statement

What we do with your data

Introduction

On the 25th May 2018, the European Union began to enforce new laws associated with the protection of personal details.

The pre-existing legislation - the Data Protection Directive - was replaced by the **General Data Protection Regulation (GDPR)** (EU) 2016/679 and is a regulation in EU law on data protection and privacy for all individuals within the European Union. It addresses the export of personal data outside the EU.

Arun Control Systems - General Statement

Arun Control Systems does not automatically gather data about clients or visitors to any of the websites. Neither do we employ any 3rd parties to gather data on our behalf.

Arun Control Systems does not use mailing lists for marketing and does not give or sell e-mail addresses or other contact details to 3rd parties.

Documented Details

The individual's details kept on record are associated with projects supplied, enquiries about new systems or support of older systems, technical assistance and the purchase of equipment or services from vendors.

As the life span of a system or service may exceed 20 years, contact names and business details (physical work addresses, business phone numbers and e-mail addresses) may be kept in off-site archive for up to 25 years. This is because, some of these systems require infrequent support for many years.

The business details of contacts associated with projects kept on servers or PCs are removed and archived, if not referred to in ongoing support every 5 years or until a contact is known to be no longer associated with a system or service.

None of these details are used outside of the project or provided service. Information (contact details) gathered during a project is never given to third parties or used for purposes other than to support that company's system.

Exchanging details between clients and other vendors (i.e. other sub-contractors working on a project) occurs only with each party's consent or instruction.

All paper documentation is shredded prior to disposal.

Marketing Mail Outs

Arun Control Systems does not send out electronic or hard copy marketing material to any individuals, except in response to requests by that individual.

E-mail Addresses

Arun Control Systems only retains e-mail addresses submitted to us in relation to on-going projects, project or technical support or other enquiries that require a response. Specifically;

1. our version of Microsoft Outlook, used across the office, puts contacts addresses into the 'outlook address book' at the point we reply to that contact's or correspondents e-mail

OR

2. an address is entered into our 'outlook address book' when provided by the client, enquirer or vendor directly by phone, personally, from paper correspondence or via business card

E-mail addresses are only used in conjunction with current enquiries or ongoing system support and are never used for marketing lists or passed to other parties without express permission of the client. For example, if an enquiry requires consultation with another specialist company or consultant, the enquirers contact details are only passed to that specialist with consent from the enquirer.

Contacts in the address book are removed when that contact is no longer associated with an existing system or enquiry or upon request for removal.

At any time, a contact can request to be removed from the contact list or address book.

Websites

1. View Only

The Arun Control System websites are view only. There are no mechanisms to enter details except a single link on each site's CONTACT US page to e-mail the sales or support desks with enquiries.

2. Cookies

We don't use cookies on our websites and we don't use any other method to gather data from visitors to our sites.

Mail

Details from received mail are only used if a response is required and only stored if a dialogue is developed. These details are only stored for the duration of the enquiry or subsequent project works life span (as explained in the section; Documented Details).