

Privacy Policy – Customers

A) INTRODUCTION

This policy explains how personal data is collected by RN Electronics from current and potential customers and how it is used. RN Electronics is the Data Controller for any personal data that you supply us as part of the services that we offer to our customers.

Our address is:

RN Electronics Ltd.
Arnolds Court
Arnolds Farm Lane
Mountnessing
Brentwood
Essex
CM13 1UT

Telephone: 01277 352219

Email: enquiries@rnelectronics.com

The Data Protection Officer is Paul Ray, Managing Director.

B) INFORMATION OUR WEBSITE COLLECTS

RN Electronics Ltd operates <https://www.rnelectronics.com> (the "Site").

By using the Site, you agree to the collection and use of information in accordance with this policy. While using the Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you.

Personally identifiable information may include, but is not limited to your name and contact details ("Personal Information"). We may use your Personal Information to contact you with respect to your enquiry, to provide quotations, or marketing materials directly relevant to your enquiry.

The security of your Personal Information is important to us, but no method of transmission over the Internet, or method of electronic storage, is 100% secure and we cannot guarantee its absolute security. If you have any questions about this Privacy Policy, please contact us.

C) WHAT PERSONAL DATA WE COLLECT

We keep personal data that you supply whether by telephone, email or online form. This personal data includes;

- a) name
- b) position
- c) company
- d) address
- e) telephone number(s)
- f) email address

D) WHAT WE DO WITH THE PERSONAL DATA WE COLLECT

We use the personal data that you supply to communicate with you, with regard to any enquiries raised for product testing or similar services. Such communication may include; product information, quotations, confirmations, test reports and invoices. We may use the personal data to keep you informed of changes to standards and regulations that could impact your products. We may also use the personal data to

keep you informed of relevant information with regard to RN Electronics.

E) WHO HAS ACCESS TO THE PERSONAL DATA

All employees of RN Electronics have access to the personal data. We do not supply the personal data to third parties unless we receive your consent to do so. We do not sell personal data to third parties.

F) HOW LONG WE KEEP PERSONAL DATA

Personal data is retained for twelve years and then destroyed.

G) WHERE WE KEEP PERSONAL DATA

We keep personal data electronically on our servers and in hard copy at our site. The Company does not transfer personal data to any recipients outside of the European Economic Area.

H) YOUR RIGHTS

You have a right to request a copy of the personal data that we hold about you. If you would like a copy of some or all of your personal data please write to our Data Protection Officer.

No charge will be made for complying with a request unless the request is manifestly unfounded, excessive or repetitive, or unless a request is made for duplicate copies to be provided to parties other than the individual making the request. In these circumstances, a reasonable charge will be applied.

You have a right to request that the personal data is corrected or deleted. We will use our best endeavours to comply such requests within 7 days.

If you are unhappy with the response that you receive from us regarding data protection you have the right to lodge a complaint to the Information Commissioner's Office, see <https://ico.org.uk/your-data-matters/>