

Capital NDT Privacy Policy

This privacy policy will explain how Capital NDT Limited uses the personal data collected from you when you use our website and services.

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1. What data is collected?

Capital NDT collects the following data:

- Name
- Email address
- Phone number
- Company name
- Company address
- IP address and domain details

2. How is data collected?

You directly provide Capital NDT with most of the data collected. Data is collected and processed when you:

- Send a contact form or place an order for any products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards, in comment sections or via email.
- Use or view the website via your browser cookies.
- Engage with a marketing or social media campaign.

Capital NDT may also receive your data indirectly from the following sources:

- Linked companies not owned or directly associated to Capital NDT.
- Working groups/forums/tender portals/directories.

3. How will Capital NDT use data?

Capital NDT collects your data to:

- Process your order, manage your account.
- Email or call you with special offers.
- Keep records required for our accreditations or compliance.

When Capital NDT processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

4. How will Capital NDT store data?

Capital NDT securely stores your data at the Laboratory/Testing Facility in Colnbrook and on a server at Alpha365. Capital NDT ensures the safety of your data through robust physical and digital security systems. The data held at the server by Alpha 365 is protected under their robust physical and digital security controls, and is also covered by their GDPR/Privacy Policy.

5. Marketing

Capital NDT would like to send you information about products or services that you might like.

You have the right at any time to stop Capital NDT from contacting you for marketing purposes. If you no longer want to receive marketing messages please contact us at max@capitalndt.co.uk.

6. What are your data protection rights?

Capital NDT would like to make sure you are fully aware of all your data protection rights.

Every user is entitled to the following:

The right to access – You have the right to request Capital NDT for copies of your personal data. We may charge a small fee for this service.

The right to rectification – You have the right to request that Capital NDT correct any information you believe is inaccurate. You also have the right to request Capital NDT to complete information you believe is incomplete.

The right to erasure – You have the right to request that Capital NDT erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Capital NDT restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Capital NDT processing your personal data, under certain conditions.

The right to data portability – You have the right to request that Capital NDT transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, Capital NDT have one month to respond to you. If you would like to exercise any of these rights, please contact Capital NDT via:

- Email: max@capitalndt.co.uk
- Telephone: 01753 684896
- Or write to us at: Capital NDT, Unit 3 Poyle Tech Centre, Willow Road, Colnbrook, SL3 0DP.

7. What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit the website, Capital NDT may collect information from you automatically through cookies or similar technology.

For further information, visit www.allaboutcookies.org.

8. How does Capital NDT use cookies?

Capital NDT uses cookies in a range of way to improve your experience on the website, including:

- Keeping you signed in.
- Understanding how you use our website.
- Understanding how you interact with our marketing and messaging.

9. What types of cookie are used?

There are a number of different types of cookies, however, the website uses:

- **Functionality** – Capital NDT use these cookies to recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Capital NDT uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Capital NDT sometimes shares some limited aspects of this data with third parties for advertising purposes. Capital NDT may also share online data collected through cookies with advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

10. How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of the web features on the Capital NDT website may not function as a result.

11. Privacy policies of other websites

The Capital NDT website contains links to other websites. This privacy policy applies only to the Capital NDT website, so if you click a link to another website, you should read their privacy policy.

12. Changes to privacy policy

Capital NDT keeps this privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 18th May 2021.

13. How to contact us

If you have any questions about this privacy policy, the data Capital NDT holds on you, or you would like to exercise one of your data protection rights, please do not hesitate to get in touch:

- Email: max@capitalndt.co.uk
- Telephone: 01753 684896
- Or write to us at: Capital NDT, Unit 3 Poyle Tech Centre, Willow Road, Colnbrook, SL3 0DP.

14. How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Capital NDT has not addressed your concern in a satisfactory manor, you may contact the Information Commissioner's Office:

- Telephone: 0303 123 1113
- Website: <https://ico.org.uk/>