



Who We Are

Computer Integrated Manufacturing Services Ltd (CIM Services) (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

CIM Services registered office is at Park House, Franconia Drive, Nursling, Southampton, Hampshire, SO16 0YW and we are a company registered in England and Wales under company number 4154269. Our designated Data Protection Officer/Appointed Person for the organisation is Stuart Rowcliffe, who can be contacted at Park House, Franconia Drive, Nursling, Southampton, SO16 0YW.

Information That We Collect

CIM Services processes your information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary data from you and do not process your information in any way, other than as specified in this notice.

The data that we may collect from you is: -

- Name
- Business Address
- Business Email
- Business Telephone Number
- Home Telephone Number
- Mobile Telephone Number
- Website forms
- Business System Data

We collect information in the below ways: -

- Telephone
- Email
- Remote Support Dial-in Sessions
- In Person
- Website

How We Use Your Data

CIM Services takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

- *We collect your data in the performance of a contract or to provide a service and to ensure that orders are completed*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests*

Your Rights

You have the right to access any information that CIM Services processes about you and to request information about: -

- What data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us; to exercise your data portability rights, and to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.



Sharing and Disclosing Your Information

We do not share or disclose any of your information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. CIM Services uses a third-party to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Aspen Waite Limited

We use Aspen Waite Limited to do our tax returns and they act in the capacity of a processor on our behalf. The only information we provide them with is your name, address and order details to meet business and legal requirements.

For more information about Aspen Waite Limited, please read their Privacy Notice at <https://www.aspenwaite.co.uk/privacy-policy>

Mobius Media Limited

We use Mobius Media Limited to design, host & administer our website and they act in the capacity of a processor on our behalf. The only information we provide them with is your name and email address to meet business requirements.

For more information about Mobius Media Limited, please visit their website at <http://mobiusmedia.co.uk/>

Sage Group Plc

We are a Sage Business Partner, and work with them to provide business software. They act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, telephone number and email address to meet business requirements, for customers using their software.

For more information about Sage Group Plc, please visit their website at <https://www.sage.com/en-gb/legal/privacy-and-cookies/>

Infor

We are an Infor Business Partner, and work with them to provide business software. They act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, telephone number and email address to meet business requirements, for customers using their software.

For more information about Infor, please visit their website at <https://www.infor.com/company/privacy/>

Sicon Limited

We are a Sicon Business Partner, and work with them to provide business software. They act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, telephone number and email address to meet business requirements, for customers using their software.

For more information about Infor, please visit their website at <https://www.sicon.co.uk/>

Draycir Limited

We are a Draycir Business Partner, and work with them to provide business software. They act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, telephone number and email address to meet business requirements, for customers using their software.

For more information about Infor, please visit their website at <https://www.draycir.com/privacypolicy/>

Eureka Solutions

We are an Eureka Solutions Business Partner, and work with them to provide business software. They act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, telephone number and email address to meet business requirements, for customers using their software.

For more information about Infor, please visit their website at <http://www.eurekasolutions.co.uk/privacy/>

Panintelligence

We are a Panintelligence Business Partner, and work with them to provide business software. They act in the capacity of a processor on our behalf. The only information we provide them with is your name, address, telephone number and email address to meet business requirements, for customers using their software.

For more information about Infor, please visit their website at <https://www.panintelligence.com/privacy-policy/>



Safeguarding Measures

CIM Services Ltd takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, *including*: -

- Hard drive encryption on user PCs & Laptops
- Restricted access
- IT authentication
- Firewall
- Anti-virus/malware protection

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data.

CIM Services utilise some products or services (*or parts of them*) that may be hosted/stored in United States of America, which means that we may transfer any information which is submitted by you through the website outside the European Economic Area ("EEA") for the below purposes: -

Marketing Database hosted with Mailchimp.

Therefore, when you use our website/send us an email/sign up to our newsletter, the information you submit may be stored on servers which are hosted in United States of America. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by CIM Services to protect your data and comply with the relevant data protection laws.

Consequences of Not Providing Your Data

You are not obligated to provide your information to CIM Services, however, as this information is required for us to provide you with our services, we will not be able to offer some/all our services without it.

How Long We Keep Your Data

CIM Services only ever retains information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic data (*name, address, contact details*) for a minimum of 7 years after which time it will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Special Categories Data

Owing to the products, services or treatments that we offer, CIM Services sometimes needs to process sensitive personal information (*known as special category data*) about you, to carry out data interrogation to fulfil our contractual obligations for our consultancy, support & development services. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

Where we rely on your consent for processing special category data, we will obtain your explicit consent through a signature. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

Marketing

CIM Services will, if you opt in to receive our marketing communications, occasionally send you product updates, service information and promotions by email/post that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

Lodging A Complaint

CIM Services only processes your information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

CIM Services Ltd

Stuart Rowcliffe
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The Information Commissioner's Office

Water Lane, Wycliffe House, Wilmslow, Cheshire, SK9 5AF
Tel: 01625 545 745 Email: international.team@ico.org.uk