

Privacy Policy for Schilling CTS Ltd.

Collection and use of personal data

The following presents our policy for processing the personal data you provide when you visit our website or use our services in general. The purpose of this policy is to provide a clear way of describing how we collect and process information about you.

At Schilling CTS Ltd. we take great care to respect your privacy and as such we take our role as data manager very seriously. We handle all personal data in accordance with applicable laws, including the Personal Data Protection Act and the European Data Protection Regulation.

Contact info

You can contact us by e-mail at contact@schillingcts.com or pr. mail to:
Schilling CTS Ltd.
13 Langley Walk
NR2 4NH
Norwich, Norfolk
United Kingdom

What is personal data?

Personal data are all types of information that - directly or indirectly - can be related to you as an individual person. For example, your name, date of birth, address, e-mail, phone number or IP address.

If the data concerns race, sexuality, political or religious beliefs, union, health or criminal information, it is sensitive data subject to specific rules. At Schilling CTS Ltd., we only ask you to provide sensitive data once we have concluded a specific treatment agreement with us and are limited to the information necessary to perform the required the task or treatment. Any disclosure of other personally sensitive data on your part we see as voluntary and as such not out responsibility in terms of protexting your privacy. However, such information will be subject to the same privacy procedures as any other personal data we hold.

We only collect sensitive data about you after you have given us written consent. You can withdraw this consent at any time. If, with your consent, we obtain sensitive data about you, it will be limited to the specific purpose, as in accordance with the personal privacy rules.

Collection of personal data

We collect personal data directly from you when you use our contact forms and order forms, or when you become a customer of ours, for example in connection with a task that we need to solve for you.

When you initiate a request for our involvement, you will be asked to give us information that is necessary for us to deliver our services to you, including your name, email address, and possibly phone number and home address. We use this information to communicate with you, as well as clarify and process your request of our services, including creating a case in our system.

If you contact us by phone, email or mail, we collect the data needed to answer your inquiry, including your name, email, and possibly your address or phone number. We also collect the data that you choose to provide to us

Storing personal data

We only store your data for as long as necessary and according to the provisions of the Psychology Act that we must store client data for 5 years after the last contact. If you make a request or order that doesn't result in us contracting a piece of work your data will be deleted according to the regulations. Old cases will also be deleted in our system to the extent that it is in accordance with the provisions of the Psychology Act, where we will delete your data 5 years after the last contact. This is a legal obligation we have.

Processing of personal data

Schilling CTS stores the following data / contact information that you provide to us when you write mail to us, typically:

- ✓ Your name
- ✓ Your address / work address
- ✓ Your e-mail address
- ✓ Your phone number

These personal data are processed in connection with the processing of your inquiry as it is necessary for us to fulfill our part of the service that you are requesting when you write to us in your mail

We do not disclose these personal data as your name, address, telephone number and email address to any other person or company or partner, the less you give your consent in writing.

Privacy Policy

We treat your personal information securely and confidentially in accordance with applicable law, including the Personal Data Regulation and Data Protection Act. Your information will be used solely for the purpose for which they are collected and will be deleted when this purpose is fulfilled or no longer relevant.

We store your mails encrypted in Microsoft Outlook on a server with third party Cloud Heroes, which is data processor on our Outlook server. We have entered into data processing agreements with Cloud Heroes, which is our guarantee that they comply with the applicable rules for the protection of your personal data, and which will never be able to access the information you provide to us when we mail together.

We store all other personally sensitive files, journals and records, etc. under specially protected terms with passwords, encryption, etc. at Microsoft Office 356 Business and Dropbox, who we have entered into a dedicated data processing agreement that ensures that no one but us has access to your personally sensitive data.

Security and internal sharing of your personal information

Schilling CTS Ltd. protects your personal information and has adopted internal information security rules that contain instructions and actions that protect your personal information against unauthorized disclosure and against gaining access or knowledge of unauthorized persons.

We have established procedures for granting access rights to those of our employees who handle sensitive personal data and data that reveal information about personal interests and habits.

We control the actual access of these employees through logging and supervision.

In order to avoid data loss, we take continuous backup of our data sets. In case of a security breach that results in a high risk of discrimination, ID theft, financial loss, reputation loss or other significant inconvenience, we will notify you of the security breach as soon as possible. Our security procedures are regularly reviewed based on the latest technological developments. In addition to the internal systems of Schilling CTS Ltd. we use external suppliers of IT services, IT systems, payment solutions, etc.

We never share your personal information with outsiders. However, we may, in certain cases, also be required to disclose personal data by law or by decision of a public authority.

We will delete your personal information when we are no longer required to save the information or when there is no longer any purpose for the treatment

Your rights

In accordance with the Data Protection Act and the Personal Data Regulation, you have registered as a number of rights.

- ✓ You have the right to understand what personal information we treat about you
- ✓ You have the right to be corrected and up to date the personal information we have registered about you.
- ✓ You have the right to delete the personal information we have registered about you. If you wish to delete your personal information, we will delete all information that we are not required by law to store.
- ✓ Is the processing of personal data based on your consent, you have the right to withdraw the consent, which means that treatment will cease unless we are required by law to process your personal data.
- ✓ However, the above may be limited for legal obligations under the Psychology Act, which precedes the above rights.

Information, objection, change, data portability and deletion

If you want to understand what personal information we are just saving you, please contact us directly and request that your information be deleted and withdraw consent for a given treatment.

You can also contact us if you have questions about the above, or if you believe your personal data is being processed in violation of the law. This can be done by contacting.

Benedicte Schilling & Simon Burton
Schilling CTS Ltd.
13 Langley Walk
Norwich NR2 4NH
United Kingdom
Mail: bs@schillingcts.com

If there is an error in our information, you are entitled to correct them so that we are correct, just as you are entitled to provide the information in a common format (data portability). If you wish to take advantage of your right to change or data portability, you are also welcome to write to us at the above e-mail address.

If you no longer wish to process your personal information or to limit the processing of your personal information, you may also send us a request to the above-mentioned e-mail address. Your information (except your email address if you have consented to their retention for further communication and contact with us in the future) will be deleted after 5 years after our last contact as we are required to store the information in 5 year under the Psychology Act.

Appeal

If you wish to appeal to Schilling CTS Ltd.'s processing of your personal information, this may occur

DK: Datatilsynet

Borgergade 28,5.
1300 København
telefon 33 19 32 00
E-mail: dt@datatilsynet.dk

UK: ICO: Information Commissioners Office

<https://ico.org.uk/concerns/>
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 or 01625 545745

Fax: 01625 524510