

# Servowatch

Marine Automation & Integrated Ship Solutions

*A Larsen & Toubro Group Company*

## Website Users Privacy Policy

### Introduction

This is the privacy notice of Servowatch Systems Ltd.

In this document, "we", "our", or "us" refer to Servowatch Systems Ltd

We are company number 2159287 registered in England & Wales.

Our registered office is at Endeavour House, Holloway Road, Heybridge, Maldon, Essex CM9 4ER

This privacy notice aims to inform you about how we collect and process any information that we collect from you, or that you provide to us when you access our website. It covers information that could identify you ("personal information") and information that could not.

In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information. It tells you about your privacy rights and how the law protects you.

We undertake to preserve the confidentiality of all information you provide to us and hope that you reciprocate.

Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you regarding the processing and control of your personal data. We do this now, by requesting that you read the information provided at <https://ico.org.uk/your-data-matters/>

### Data Protection Officer

Responsibility for Data Protection: Quality Assurance Manager

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please email [websiteadmin@servowatch.com](mailto:websiteadmin@servowatch.com)

### Data we process

We may collect, use, store and transfer your personal data which can identify you as an individual to us

We have collated these into groups as follows:

- **Contact Details** includes information such as first name, last name, email address, telephone numbers and any other information you have given to us to communicate with you.
- **Customer Details** includes information such as your billing address, delivery address, email address, telephone numbers and any other information you have given to us.
- **User Data** includes your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.

### Sensitive personal information

We do not collect any sensitive personal information about you. Sensitive personal data is defined as data about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

### If you do not provide personal information we need

If we need to collect personal data under the terms of a contract which you fail to supply when requested, we may not be able to deliver that contract, therefore, we may have to terminate our service to you.

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Reference	Issue	Date	Page
QPY_054	Iss 1	17 Aug 2018	Page 1 of 5

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### Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, including job opportunities and our products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

We continue to process your information until you withdraw your consent via email to [websiteadmin@servowatch.com](mailto:websiteadmin@servowatch.com)

### Job application and employment

If you send us information in connection with a job application, we may keep it for up to one year in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep those elements of your file that are required by legislation for six years before securely destroying or deleting it.

### Communicating with us

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us to reply with the information you need.

We keep personally identifiable information associated with your message, such as your name and email address to be able to track our communications with you to provide a high-quality service.

### Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

### Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before taking any action. This is important to safeguard your information.

### Complaints

If we receive a complaint, we record all the information you have given to us to enable us to work towards resolving the complaint.

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office (ICO). This can be done at <https://ico.org.uk/make-a-complaint/>. We would, however, appreciate the opportunity to talk to you about your concern before you approach the ICO.

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Reference	Issue	Date	Page
QPY_054	Iss 1	17 Aug 2018	Page 2 of 5

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### **Cookie Policy**

A cookie is a small text file that is sent to your computer from a webserver.

When you first visit our website a cookie is created by software that operates on our servers and by software operated by our website hosting company.

These allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a more personalised experience.

Your web browser should allow you to delete any cookie you choose. It should also allow you to prevent or limit their use.

If you choose not to use cookies or you prevent their use through your browser settings, you will not be able to use all the functionality of our website.

If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

### **Personal identifiers from your browsing activity**

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet Service Provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

### **Encryption of data sent between us**

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

### **External website links**

Servowatch Systems are not liable for any external links people may follow on our website

### **Retention period for personal data**

We keep your personal information only for as long as required by us to provide you with the services you have requested;

### **Review of this privacy policy**

We may update this privacy notice from time to time as necessary.

### **End of Policy Document**

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Reference	Issue	Date	Page
QPY_054	Iss 1	17 Aug 2018	Page 3 of 5