



# UNIVERSAL

## Instrument Services

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### GDPR Privacy Policy/Statement

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Universal Instrument Services is committed to protecting your privacy. This Data Privacy Policy tells you about our policy and practice for the collection, use, processing, storage, transfer, protection, and disclosure of information that we may collect about you through our service provisions, [www.uisca.org](http://www.uisca.org), or any subdomains.

**Our Collection of your Personal Information.** - Personal information is data that can be used by us to identify, either directly or indirectly, an individual to whom the information applies. The information that we collect from you may include your name, mailing address, phone number, email address, contact preferences, occupation. We will not collect any Personal Information about you unless you voluntarily choose to provide it to us.

**Use of your Personal Information** - When you do provide us with Personal Information, we will use it to provide you with contracted services, information about our other services or products, process orders, create an account, provide customer service, respond to a specific questions, manage a job application, or provide access to additional information or offers.

**Cookies** - Within the Online Certification Portal cookies are used to establish a unique visit reference/ID to the portal, to provide authentication of login details provided and to denote an internal or external user to the business. The cookies are only retained whilst the user is logged into the portal, and immediately expire once the user is logged out of the portal, (therefore requiring them to login again on their next visit.) The data is not stored or used for any other purposes and cookies only remain active whilst the user interacts within the portal.

**Disclosure to Third Parties, Service Providers and Others** - In order to support and enhance the customer relationship and service provision we offer, we may store, process, or share your Personal Information with our UK and worldwide partners and affiliates (e.g. partners, service providers, processors, data hosts etc.) to perform a function or complete a service supply for our products or services. There are times when we may be required to disclose your Personal Information by law, legal process, and/or requests from public and governmental authorities. We may also disclose your Personal Information for purposes of investigations of threats to national security, compliance with requests from law enforcement, or other issues of public importance, or when we determine that disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users.

**Third Party Websites** - From time to time our site may contain links to and from the websites of our partner networks and affiliates. If you visit any of these sites please note that they have their own privacy policies and you should check these before submitting any personal data. We cannot accept any responsibility or liability for these policies.

**How to Complain** - If you have any concerns about our use of your personal information, we encourage you in the first instance to make a complaint to our Operations Manager, using the contact details at the top of this Privacy Policy. You will receive and acknowledgment of your complaint within 30 days of us receiving it. The complaint will be investigated and we will take appropriate steps to respond to it and inform you of the outcome without undue delay. If you remain unhappy with how we have used your personal information after raising a complaint with us you can also complain to your local data protection authority.

**Access to your information** - You can exercise the right to access, alter and delete any information we hold about you by contacting us on sales@uisca.co.uk