

Privacy Notice:

Roberts Radio Technical is committed to protecting your privacy and complies with the principles of the relevant data protection regulations.

This Privacy Policy explains how and why we collect your personal data and how it is used.

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1 Who we are:

- 1.1 This privacy notice (the "Privacy Notice") applies to all personal information processing activities carried out by Roberts Radio Technical.
- 1.2 Roberts Radio Technical is a data processor in respect of personal information that is processed in connection with Roberts Radio Technical. In this notice, references to "we", "us" or "our" are references to Roberts Radio Technical.
- 1.3 The principal address of Roberts Radio Technical is Qualtronic Business Park, High Street, Princes End, Tipton, DY4 9HG.
- 1.4 We respect individual's rights to privacy and to the protection of personal information. The purpose of this privacy notice is to explain how we collect and use personal information in connection with our business. "Personal information" means information about an individual who can be identified by that information (either by itself or when it is combined with other information). We may update our Privacy Notice from time to time and will publish the updated Privacy Notice on our website.
- 1.5 We would encourage you to visit our website regularly to stay informed of the purpose for which we process your information and your rights to control how we process it.

2 The information we process:

- 2.1 We collect and process personal information throughout the course of your relationship with us. We will limit the collection and processing of information to information necessary to achieve one or more legitimate purposes as identified in this notice. Personal information may include;
 - a) Name
 - b) Address
 - c) e-mail address
 - d) Phone number;
 - e) Financial, credit and debit card information when you make a purchase or call our customer service line;
 - f) Information about the products and services you purchase from us, including but not exclusive to product model number, fault, serial numbers, date of purchase.
 - g) **Anonymous** information about your visit to our websites, including information about how and when you came to visit our websites, how you interacted with the websites (products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information such as scrolling, clicks, and mouse-overs), and where you went next (including full URLs and methods used to browse away from the site);
 - h) Anonymous demographic information and other information provided by you.
- 2.2 Data users must comply with the data protection principles of good practice which underpin the GDPR legislation. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to another person unlawfully. To do this Roberts Radio Technical follows the data protection principles outlined in the GDPR legislation which are summarised as below:
 - a) Personal data will be processed fairly and lawfully
 - b) Data will only be collected and used for specific purposes
 - c) Data will be adequate, relevant and not excessive
 - d) Data will be accurate and up to date

- e) Data will not be held longer than necessary
- f) Data subject's rights will be respected
- g) Data will be kept safe from unauthorised access, accidental loss or damage
- h) Data will not be transferred out of the European Economic area unless that country has equivalent levels of protections for personal data.

3 How we obtain information

3.1 Your information is made up of all of the information we collect and hold about you and your transactions with Roberts Radio Technical. It includes:

- a) Information you give to us, including for example, information provided by filling in forms or communicating with us – whether face to face, by phone, letter, email or other forms of electronic communication
- b) Information we receive from third parties including, for example, Affiliates, the organisation you work for, any organisation where you are the beneficial owner, third parties claiming to be acting with your authority (your agents), third parties who provide services to you or us, and credit reference agencies.
- c) Information we learn about you through our relationship with you.
- d) Information we gather from the technology which you use to access our services (for example location data, IP address and telephone number)

4 Why we need your information and what we do with it.

4.1 Roberts Radio Technical obtains personal data (such as names, addresses, phone numbers, email addresses) for a number of reasons. We need the information primarily to allow us to perform our contract with you or to enable us to comply with legal obligations ;

- a) To assist staff in the efficient management of your repair/order/technical request with us.
- b) To process payments ; we will use your information to process the payments for orders made for our products and/or services.
- c) To Investigate and resolve complaints you may have.
- d) Perform assessments and analyse customer data for the purposes of managing, improving and fixing data quality.
- e) For internal training purposes, we will use your information to ensure that our team has the knowledge and expertise they need to ensure we provide the best possible experience to our customers when interacting with us.

5 Your Rights

5.1 We want to make sure you are aware of your rights in relation to the personal information we process about you. We have described these rights and the circumstances in which they apply in the below.

5.2 If you wish to exercise any of these rights or if you have any queries about how we use your personal information which are not answered here, please contact us at sars@robertsradiotechnical.co.uk or by post at Roberts Radio Technical SARS, Qualtronic Business Park, High Street, Princes End, Tipton, DY4 9HG

5.3 Right of Access; you have a right to access the personal information we hold about you.

5.4 Right of Rectification; you have a right to request that inaccurate personal information be rectified and incomplete personal information updated, if you believe that any of the

information we hold about you is inaccurate, you have a right to request that we restrict the processing of that information and to rectify the inaccurate personal information.

- 5.5 Right of Erasure; you have the right to request that we delete your personal information. You may request that we delete your personal information if; you believe that we no longer need to process your information for the purposes it was provided for; we have requested your permission to process your personal information and you wish to withdraw your consent; or you believe we are not using your information in a lawful manner.
- 5.6 Right of Restriction; You have a right to ask us to restrict the processing of your personal information, you may ask us to restrict the processing of your personal information if you believe that:
- a) Any of the information we hold about you is inaccurate
 - b) We no longer need to process your information for the purposes it was provided for, but you require the information to establish, exercise or defence legal claims; or
 - c) We are not using your information in a lawful manner
- 5.7 Right of Portability; You have the right to data portability, where you have provided us with information for the purposes of entering into a contract with us, you have a right to received, in a portable format, the personal information you provided to us. You may also ask us to provide it directly to a third party if technically feasible. We are not responsible for such third parties use of your information which will be governed by such third party's agreement with you and any privacy statement it provides to you.
- 5.8 Right to Withdraw consent; Where we rely on your permission to process your personal information you have the right to withdraw your consent at any time, we will always make it clear where we need our permission to undertake specific processing activities.

6 Changes to the way we use your information

Roberts Radio Technical may, from time to time, change the way we use your information. Where we believe you may not reasonably expect such a change we will notify you and allow a period of not less than 30 days for you to raise any objections before any changes are made to the way your information is used.

7 Sharing with Third Parties

We will not share your information with anyone outside of Roberts Radio Technical except for any other department within Roberts Radio and :

- a) Where we have your express or implied permission
- b) Where required for your product or service
- c) Where we are required to by law or law enforcement agencies.
- d) Where required for a proposed sale, reorganisation, transfer, financial arrangement, asset disposal or other transaction relating to our business.

8 Marketing Information

We do not supply marketing information from Roberts Radio Technical.

9 Communication about your Account

Electronic communications and conversations between us and you may be monitored and/or recorded for training purposes, internal investigations, to check instructions or for legal reasons. Those recordings may be used by us in evidence in the event of a dispute with you. A copy of any

such recordings of conversations and communications between us and you will be available upon request for a period of 5 years.

10 How long we keep your information

- 10.1 Records can be held on a variety of media (physical or electronic) and in different formats for the length of the warranty period of the product/part.
- 10.2 We manage our records to help us serve our customers well (for example operational reasons, such as dealing with any queries relating to your account) and to comply with legal requirements. Records help us demonstrate that we are meeting our responsibilities and serve as evidence of our business activities.
- 10.3 Retention periods for records are determined based on the type of record, nature of activity and the relevant product or service. Retention periods may change from time to time based on business or legal requirements.
- 10.4 If you would like more information about how long we keep your information please contact us at sars@robertsradiotechnical.co.uk or by post at Roberts Radio Technical SARS, Qualtronic Business Park, High Street, Princes End, Tipton, DY4 9HG

11 Security

- 11.1 Only the staff of Roberts Radio Technical will normally have access to personal data, All Staff are made aware of the data protection policy and their obligation not to disclose personal data to anyone who is not supposed to have access to it.
- 11.2 Any information is kept in a secure filing, paper and electronic system with controlled access during the day to day running of Roberts Radio Technical.