

Privacy policy

Privacy policy

This privacy policy applies between an external 3rd party and Pulsar Process Measurement Ltd.

Pulsar Process Measurement Ltd takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us by any means such as post, email, phone, fax or provided by you in relation to your use of our Website.

This privacy policy should be read alongside, and in addition to, our Terms and Conditions, which can be found at:

<https://www.pulsar-pm.com/instrumentation/support/downloads/forms-and-policies.aspx>.

Please read this privacy policy carefully

In this privacy policy, the following definitions are used:

Pulsar Process Measurement Ltd

Pulsar Process Measurement Ltd, a company incorporated in England and Wales with registered number 03345604 whose registered office is at Cardinal Building Enigma Commercial Centre, Sandys Road, Malvern, Worcestershire, WR14 1JJ;

GDPR

The General Data Protection Regulation (EU) 2016/679;

Data Protection Laws

Any applicable law relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK;

Data

Collectively all information that you submit to Pulsar Process Measurement Ltd via any method, to include but not limited to post, email, flyer, business cards, phone, fax, website and or cookies. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;

Cookies

A small text file placed on your computer by our Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by our Website are set out in the Cookies clause below

UK and EU Cookie Law

The Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011

User or you

Any third party that provides personal data as outlined under data section above.

In this privacy policy, unless the context requires a different interpretation:

- the singular includes the plural and vice versa;
- references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
- a reference to a person includes firms, companies, government entities, trusts and partnerships;
- "including" is understood to mean "including without limitation";
- reference to any statutory provision includes any modification or amendment of it;
- the headings and sub-headings do not form part of this privacy policy.
- This privacy policy applies only to the actions of Pulsar Process Measurement Ltd and Users with respect to our Website. It does not extend to any websites that can be accessed from our Website including, but not limited to, any links we may provide to social media websites.

Scope of this privacy policy

For purposes of the applicable Data Protection Laws, Pulsar Process Measurement Ltd is the "data controller". This means that Pulsar Process Measurement Ltd determines the purposes for which, and the manner in which, your Data is processed.

Data collected

We may collect the following Data, which includes personal Data, from you:

- name;
- gender;
- address;
- job title;
- profession;
- contact Information such as email addresses and telephone numbers;
- IP address if contacted via website;

in each case, in accordance with this privacy policy.

How we collect Data

We collect Data in the following ways:

- data is given to us by you via any means; and
- data automatically collected from our website

Data that is given to us by you

Pulsar Process Measurement Ltd will collect your Data in a number of ways, for example:

- when you contact us through the Website, by telephone, post, e-mail or through any other means;
- when you register with us and set up an account to receive our products/services;

- when you elect to receive marketing communications from us

in each case, in accordance with this privacy policy

Data that is collected automatically

To the extent that you access our Website, we will collect your Data automatically, for example:

- we automatically collect some information about your visit to our Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access our Website and the way you use and interact with its content.
- we will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how we use them on our Website, see the section below, headed "Cookies"

Our use of Data

Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our services. Specifically, Data may be used by us for the following reasons:

- internal record keeping;
- improvement of our products / services;
- transmission by email of marketing materials that may be of interest to you;
- contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the Website

in each case, in accordance with this privacy policy.

We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

For the delivery of direct marketing to you via e-mail, we'll need your consent, whether via an opt-in or soft-opt-in:

- soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.
- for other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.

if you are not satisfied about our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your rights" below.

When you register with us and set up an account to receive our services, the legal basis for this processing is the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract

Who we share Data with

We may share your Data with the following groups of people for the following reasons:

- any of our group companies or affiliates - to ensure the proper administration of your inquiry and to ensure that any business is managed throughout the entire process;
- third party payment providers to process user payments and refunds and ensure that any credit agreement is approved by our insurers;
- relevant authorities - to facilitate the detection of crime or the collection of taxes or duties;

in each case, in accordance with this privacy policy.

Keeping Data secure

We will use technical and organisational measures to safeguard your Data, for example:

- access to your online account is controlled by a password and a user name that is unique to you.
- we store your Data on secure servers

Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address: DPO@pulsar-pm.com

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org . Get Safe Online is supported by HM Government and leading businesses.

Data retention

Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.

Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

You have the following rights in relation to your Data:

Right to access- the right to request

- (i) copies of the information we hold about you at any time, or
- (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is

"manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.

Right to correct- the right to have your Data rectified if it is inaccurate or incomplete.

Right to erase - the right to request that we delete or remove your Data from our systems.

Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.

Right to data portability- the right to request that we move, copy or transfer your Data.

Right to object- the right to object to our use of your Data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: DPO@pulsar-pm.com

If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.

It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Links to other websites

Our Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

Pulsar Process Measurement Ltd may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Pulsar Process Measurement Ltd. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.

We may also disclose Data to a prospective purchaser of our business or any part of it.

In the above instances, we will take steps with the aim of ensuring your privacy is protected.

Cookies

Our Website may place and access certain Cookies on your computer.

Pulsar Process Measurement Ltd uses Cookies to improve your experience whilst using our Website.

Pulsar Process Measurement Ltd has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times

All Cookies used by our Website are used in accordance with current UK and EU Cookie Law.

Before the Website Places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling Pulsar Process Measurement Ltd to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

Our Website may place the following Cookies;

Type of Cookie	Purpose
Strictly necessary cookies	These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
Analytical/performance cookies	They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

You can find a list of Cookies that we use in the Cookies Schedule.

You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.

You can choose to delete Cookies at any time; however, you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.

It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings

For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer

General

You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected

Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy

This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts

Changes to this privacy policy

Pulsar Process Measurement Ltd reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on our Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

You may contact Pulsar Process Measurement Ltd by email at DPO@pulsar-pm.com .

This privacy policy was created on 1st July 2018