


Privacy Policy			
Owner:	Managing Director	Ref:	POL013
		Revision:	1

ITM Monitoring Ltd. (ITM) is committed to providing customers with innovative products, services and solutions that meet their needs. We aim to meet and exceed customer expectations and our management systems play a critical role in achieving this.

At ITM, we are passionate about achieving quality excellence and have established a Quality Management System that meets the requirements of ISO 9001:2015. We believe that meeting these standards not only demonstrates our commitment to our customers, employees and other stakeholders; but is also a critical factor in the success of the company as viewed by our customers.

ITM takes privacy very seriously therefore it is imperative that this document is read carefully as it contains important information about ITM Monitoring Ltd. and:

- the personal information we collect,
- what we do with information, and
- who your information may be shared with

1. Who we are

ITM Monitoring Limited, A COMPANY OF SOCOTEC, are a 'data controller' for the purposes of the Data Protection Act 1998, (i.e. we are responsible for, and control the processing of, your personal information).

2. Information we collect

Personal information provided to ITM:

- Your name
- Your email address
- Your telephone number
- Your company
- Some examples of when we collect this information include:
- When completing the Contact Us form

3. Personal information provided about third parties:

- If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:
- shall consent on their behalf to the processing of their personal data; shall receive any data protection notices on their behalf; and shall consent on their behalf to the transfer of their personal data abroad.

4. How we use the information we collect

We collect information about our users for the following purposes:

- Produce usage statistics to allow SOCOTEC to improve marketing and client services.
- Maintain a contact list for keeping interested parties up to date with SOCOTEC initiatives and industry news.

5. Who your information may be shared with

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity

6. Marketing

We would like to send you information about products, services, offers, competitions and our business which may be of interest to you. Such information could be sent by post, email, and telephone or text message.

We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e. on signing up to a newsletter, entering a competition etc.). If you do opt in to receive such marketing from us you can opt out at any time (see 'What rights do you have?' below for further information). If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details provided below.

7. Keeping your information secure

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

- All data is stored on secure servers, website capture forms are encrypted by SSL certificates.

However, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

8. What rights do you have?

- Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request).

If you would like a copy of some or it, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information you want a copy of, including any account or reference numbers, if you have them
- We may ask you to pay a fee before sending this information to you.

9. Right to correct any mistakes in your information

You can require us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

- contact us using the contact details below
- let us have enough information to identify you (e.g. account number, user name, registration details), and
- let us know the information that is incorrect and what it should be replaced with

10. Right to ask us to stop contacting you with direct marketing

You can ask us to stop contacting you for direct marketing purposes. If you would like to do this, please:

- email, call or write to us (using the contact details below)
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know what method of contact you are not happy with if you are unhappy with certain ways of contacting you only (for example, you may be happy for us to contact you by email but not by telephone)

From time to time we may also have other methods to unsubscribe from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

11. Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

12. Contacting us

If you have any questions about this policy or the information we hold about you, please contact us by:

E-mail: info@itmmonitoring.com

Post: 34 Bell Lane, Uckfield, East Sussex, TN22 1QL

Telephone: +44 (0)1825 701801

Calls will be answered at the following times:

Monday to Friday - 8:30am to 5:00pm

As Managing Director, I am not only committed to a robust Integrated Management System but passionate that it embodies everything ITM stands for as a business. As such, I will ensure that our system is communicated and understood at all levels and continues to deliver our customers' objectives and to meet the needs of the company.



Jon Scott
Managing Director

Next Review Date:
31/12/2018

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Please complete the required fields below and sign, agreeing to the content and requirements of this Privacy Policy.

Name :

Job Title :

Department :

Signature :

Date :

Please return this signed form to Sonia Ortela SHEQ Manager.