

# DATAQUEST SOLUTIONS LTD

Solutions for signal capture and analysis

DataQuest Solutions Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our [terms of use](#) and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. We keep certain basic information when you visit our website and recognise the importance of keeping that information secure and letting you know what we will do with it.

For the purpose of the General Data Protection Regulation (GDPR) the data controller and processor is the Company Director at DataQuest Solutions Limited, Redcroft House, 10 Holme Lane, Ruskington, Lincolnshire, NG34 9DN. Company registration number 4808997, ICO registration number Z8011667.

This policy only applies to our site. If you leave our site via a link or otherwise, you will be subject to the policy of that website provider. We have no control over that policy or the terms of the website and you should check their policy before continuing to access the site.

## INFORMATION WE MAY COLLECT FROM YOU AND HOW WE MAY USE IT

We may collect and process the following data about you, for example:

- When you interact with Dataquest Solutions, we may collect personal information relevant to the situation, such as your name, mailing address, phone number, email address, contact preferences and information about the products you own, such as their serial numbers and date of purchase; and information relating to a support or service issue. This includes information that you provide by filling the forms on [www.dqsolutions.co.uk](http://www.dqsolutions.co.uk) (**our site**), typically for the request of technical literature relating to our products, or a quotation. These forms may include additional opt-in options where you can choose how your personal data is used for example:
- A newsletter containing new product information, application articles, tips to maximise the use of the products, etc. Maximum frequency is twice a year.
- Catalogue based information about our product range from our supplier Spectrum Instrumentation GmbH and complementary information from our other suppliers. Typically once a year.
- Sharing your data with the manufacturer, Spectrum Instrumentation GmbH, in order to provide technical support.

If you contact us by email or telephone, we will ask your permission before opting you into the above. We may keep a record of that correspondence.

We may also use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

- Provide products that you have requested as well as for auditing, research and analysis, to improve Dataquest Solution's range of products.
- We may also ask you for information when you report a problem with our our site.

At any time you retain the choice to opt-out of these options, ask for your data to be deleted, ask us to retain the data but not use it, or ask us to update the information if there are errors or your personal / company details have changed.

*We will not pass on your data to third parties for marketing purposes without your permission. We may however share data with our suppliers to help provide you with requested services, technical support, products and advice about the products we sell. If this is personally identifiable information we will contact you first for permission.*

### **IP ADDRESSES AND COOKIES**

We gather certain information automatically when you request information using our website forms. This information includes Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), operating system, date / time stamp. This information will not be processed or retained. It will be deleted at the soonest opportunity, typically the same working day.

- Our site currently does not obtain information about your general internet usage by using cookies, or leave a cookie file stored on the hard drive of your computer.
- You may have come to our site, or requested product information from, our business directory listing at [www.findtheneedle.co.uk](http://www.findtheneedle.co.uk). On the first event this directory employs a cookie control system, allowing a visitor to that website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites which must obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

### **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you is stored at our office in the U.K. It may also be processed by staff operating outside the EEA who work for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on a secure server or associated PC terminal. Where we have given you (or where you have chosen) a password, which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data and employ https protocol on our website, we cannot guarantee the security of your data during its transmission to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **RETENTION OF YOUR INFORMATION**

We will not keep your personal information longer than is necessary. As our products are often sold with long warranties (up to 5 years) and their selection is often based on detailed technical communications, we will keep written records of these communications for at least 5 years. We will nevertheless remove your personal information if so requested. In this situation some information will be retained relating to the

company to which we supplied product, but only enough to allow us to effectively operate our warranty on any products purchased. Also to comply with any legal or tax obligations.

## **DISCLOSURE OF YOUR INFORMATION**

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation or litigation. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction. We may also disclose information about you if we determine that for national security, law enforcement, or other issues of public importance, disclosure is necessary.

## **YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [info@dqsolutions.co.uk](mailto:info@dqsolutions.co.uk)

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **ACCESS TO INFORMATION**

GDPR gives you the right to access information held about you and product registration history. Your right of access can be exercised in accordance with the regulation. Any access request will be verified before details of the information we hold about you are released. Please contacting us at [info@dqsolutions.co.uk](mailto:info@dqsolutions.co.uk) to request the information.

## **CHILDREN**

We do not sell products to children. We do not knowingly collect personal information from children under 18 for marketing purposes, but because some information is collected electronically, this is not in our control. However, if a child under 18 submits personal information to Dataquest Solutions and we learn that that personal information is the information of a child under 18, we will delete the information as soon as possible.

## **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. However, we advise that you check this page regularly to keep up to date with any necessary changes.

## **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [info@dqsolutions.co.uk](mailto:info@dqsolutions.co.uk)

*Last revised June 12th 2018*

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DataQuest Solutions Ltd. ♦ Redcroft House ♦ 10 Holme Lane ♦ Ruskington ♦ Lincolnshire ♦ NG34 9DN ♦ U.K.  
**Tel:** 01526 557171 **Email:** [info@dqsolutions.co.uk](mailto:info@dqsolutions.co.uk) **Web:** [www.dqsolutions.co.uk](http://www.dqsolutions.co.uk)

*Registered at the above address in England and Wales; Company Registration Number 4808997*