

## Privacy Policy TelmTech Ltd

### Privacy Policy

This privacy policy sets out how TelmTech Ltd use and protect any information that is supplied by you either through the website or from e-mail. TelmTech Ltd is committed to ensure that your privacy and data is protected. Any information provided will only be used in accordance with this privacy statement.

TelmTech Ltd is the controller and responsible for your data (also referred to as “TelmTech”, “we” “us” or “our” in this privacy policy) TelmTech’s Data Administrator can be contacted at TTsupport@telmtech.com.

This policy is effective from 30<sup>th</sup> July 2023. Changes may be made to this privacy policy from time to time which will be updated on the website where you can get the latest version.

### Information Collected

TelmTech Ltd may collect the following information from the website, emails, telephone conversations or personal meetings.

1. Name, job title, email address, company name & address and phone number.
2. Any data (e.g. manuals) you have requested.
3. Any order information – used for warranty, admin, accounting and occasionally marketing purposes.
4. Information relevant to your companies’ area of business and applications for our products.

### What we do with the information

TelmTech Ltd require this information to understand your needs and enable us to provide datasheets, manuals or other documentation, products, or services and particularly for the following reasons:

1. Internal record keeping relevant to data requests or product supply. Including administrative and accounting information, warranty tracking etc.
2. We may use this information to improve products and services.
3. We may contact you by phone or email.

### Security

We are committed to ensuring your information is secure. We do not store any data on remote servers or the ‘cloud’. In order to prevent unauthorised access or disclosure we have put in place appropriate physical and managerial procedures to safeguard and secure any information collected.

### Website and Cookies

We do not use cookies on our website. TelmTech Ltd is the controller and responsible for its website.

### Control of Personal or Company information

We do not sell, lease, distribute or share personal or company information to third parties. Other than to provide the contact’s name, company name, address, email and possibly contact telephone number to courier/shippers for the delivery of products.

We require contact information to follow up on your direct enquires and to supply and provide product support and we may also send email circulars or product newsletters and the like, TelmTech Ltd may occasionally (not more than 3 time per year) email you regarding updates or changes to specific products you have requested information on or purchased. If you do not wish to receive such emails simply reply to the email with the Subject: Stop Updates. We will retain your email address and personal data as it relates to the provision of products, services, datasheets, manuals, or other documents, but you will not receive any further update information.

## **Data Retention**

TelmTech will only retain your personal data for as long as necessary to fulfil the purpose it was collected for including for the purpose of satisfying any legal, accounting or reporting requirements.

## **Opting Out & Updating**

You reserve the right to request TelmTech Ltd update your personal data at any time. You can also request information about your personal data, withdraw your consent for us to process your information or request a transfer or deletion of your data.