

Privacy Policy

At Scancom Radio Communications we take your privacy seriously and this privacy policy details how we comply with our obligations under applicable data law (General Data Protection Regulation (EU2016/679) as applicable and the Data Protection Act 2018). It explains what personal data or information we collect, and how we use it. We encourage you to read the information below.

Who are we?

Scancom Radio Communications has been in operation since 1987, located at Beech House, 6 Banstead Road, Carshalton Beeches, Surrey SM5 3NR until the end of 2019, and now moved to The Hereford Barn, Cudham Tithe Barns, Berry's Hill, Cudham, Kent, TN16 3AG, UK.

What data do we collect?

We may collect personal data about customers, prospective customers, job applicants, our current and former employees, suppliers, and external experts. The personal information we collect may include your name, address, email address, phone number, demographic information, information relating to your business activities, billing and payment information, details relating to the service we are providing, details relating to the review, interview and selection process for a job opening within the company, details relating to services or products you offer, details about employee performance, details of communications with you, IP address, information regarding what webpages you access on our website and when, and employee details required to fulfil obligations as an employer, e.g. national insurance number. If you provide us with personal data about another person, you must ensure that before you do so, you have their agreement to do so and direct them to this policy.

We may require you to provide certain information to us in order to enter into and perform our contract(s) with you or to comply with our legal obligations. Except in these circumstances, your decision to provide personal data to us is generally voluntary and, where it is voluntary, you may choose to withhold and not provide personal data to us. If you choose not to provide certain information to us we may not be able to accomplish some of the purposes outlined in this policy.

How do we collect your data?

You directly provide Scancom Radio Communications with most of the data we collect, where data collection can be through a variety of channels, including by telephone, via our website and via email. We collect and process data when you place an order for any of our products or services; voluntarily complete a customer survey or provide feedback on any of our message boards or via email; use or view our website; make an enquiry via our website, telephone or email; work for or with the company; enquire about a job opportunity; exchange business cards with a member of the company.

How will we use your data?

Scancom Radio Communications collects your data to operate the business effectively and provide you with a high quality service. We may use your information to process your order and manage your account; email you marketing materials; email you with special offers on other products and services we think you might like; to answer enquiries that you make; to process a job application, to fulfil our obligations as an employer; to provide benefits to you as an employee; for research purposes. Furthermore, if you agree, our company will share your data with our partner companies so that they may offer you their products and services.

We believe that all the above listed purposes are justified on the basis of our legitimate interests in running and promoting our company, our requirements to deliver agreed services to you, and our legal obligations, both as a company and as a responsible employer.

Who has access to your information?

We do not sell or rent your personal data or information to any third party or share your information with third parties for their marketing purposes. When our company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases. We will disclose your data or information if required by law, for example by a court order or for the prevention of fraud or other crime.

As described in the previous section, if you agree, we may pass your information to our partners so that they may offer you their products and services. Also, we may pass your information on to third party service providers for the purposes of completing a task, providing services to you or fulfilling an obligation on our behalf. However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for other purposes.

Please note your personal information is protected in the European Economic Area (EEA) by data protection laws, but other countries do not necessarily protect your personal information in the same way.

How do we store your data?

We store your data in our database system and where appropriate in hard copy in a secure filing cabinet based at our office in Kent, UK. We will also store communications with you on our email server. We will retain your information for the duration of our association with you and for however long as is necessary after the last business made with you to fulfil the purposes we collected it for including legal, accounting, reporting and research purposes. Beyond this point, we only retain minimal information for reference purposes.

Although we have taken security precautions to prevent your data being accidentally lost, used or accessed in an unauthorised way, we would like to draw to your attention the fact that the transmission of information via the internet is not completely secure. While we will endeavour to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk.

Marketing

We have a legitimate business objective in marketing to you to encourage new or repeat purchases, and therefore we would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies. Please note that if you request us to stop contacting you for marketing purposes, you may continue to receive marketing communications for a short period after changing your preferences while our systems are updated.

What are your data protection rights?

You have certain rights over the processing of your personal data by Scancom Radio Communications, and we would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to be informed, which is what this privacy policy is for
- The right to access the data we hold about you
- The right to object to direct marketing
- The right to data rectification if it is inaccurate or incomplete
- The right to erasure (under certain conditions)
- The right to object to or restrict processing carried out on the basis of legitimate interests (under certain conditions)
- The right to data portability

If you would like to exercise any of these rights, please contact us at by email:

info@scancomrc.co.uk, or by post at: The Hereford Barn, Cudham Tithe Barns, Berry's Hill, Cudham, Kent, TN16 3AG, UK. Please note you will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee or refuse to comply with your request if it is clearly unfounded, repetitive or excessive.

As a security measure to ensure that personal data is not disclosed to any person who has no right to receive it, we may need to request specific information from you to confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights).

We try to respond to all legitimate requests within one month. Occasionally, it may take longer if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Use of cookies

Access to this website may involve the use of cookies. For more information, please see our Cookies Policy.

Privacy policies of other websites

The Scancom Radio Communications website contains links to other websites that may be of interest to you. Our privacy policy applies only to our website and we are not responsible for the content that is displayed on third party websites. Therefore, if you click on a link to another website, you should read their privacy policy.

Contact the appropriate authority

Should you wish to report a complaint about our processing of your personal data, you may contact the UK's Information Commissioner's Office. We would, however, appreciate the chance to listen to your concerns before you approach the ICO, so please contact us in the first instance.

Contact us

If you have any questions about Scancom Radio Communications' privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@scancomrc.co.uk

Call us at: 0208 669 8212

Or write to us at: The Hereford Barn, Cudham Tithe Barns, Berry's Hill, Cudham, Kent, TN16 3AG, UK

Please note we monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Changes to our privacy policy

We keep our privacy policy under regular review and place updates on this web page. This privacy policy was last updated on 12 March 2020.