

CRAWFORD SCIENTIFIC LIMITED

**WEBSITE PRIVACY
POLICY**

Revised December 2008



Website Privacy Policy

Policy

Crawford Scientific will use its best endeavors to safeguard the privacy of its website visitors. This policy explains the website data processing practices of Crawford Scientific.

What information do we collect?

We will collect personal details appropriate to the service you require. In some areas, this may simply mean registering your name, address and e-mail details. Other on-line forms will require more information so that all the appropriate elements of your service request will be dealt with in a timely manner.

What do we use personal information for?

There are various reasons that we need to collect personal data. For example, we may need to ask you for your contact details for correspondence purposes. Similarly, we may need information in order to fulfil our statutory obligations and regulatory responsibilities. Subject to your agreement we may contact you to either provide information about new services that are coming on line, or get your feedback on how well we are performing. In any event we will only ever obtain information from you that is 'fit for purpose' and does not constitute an invasion of your privacy.

Rights

Please note that in agreeing to share these details you have not forfeited your rights as prescribed under the Data Protection Act 1998 and Crawford Scientific Ltd will continue to apply the same level of care to safeguard your privacy and use of your information across all our departments. Your service entitlement from Crawford Scientific will not be affected should you decide not to allow your data to be shared in this way or you change your mind at any time in the future. For more information about how we process personal data please see our Fair Processing Notice.

E-mail Messages

We are keen to ensure that we are providing our customers with information and services that they need. Consequently, you may receive occasional e-mail messages from Crawford Scientific on matters that we consider may be of interest to you, if you have provided your e-mail address to us for this purpose.



Information to improve our site

We collect web statistics automatically about your visit to our site based on your IP address. This information is used to help us follow browsing preferences on our site so that we can regularly improve our web site. We do not use this information to identify you as an individual and you will remain anonymous unless you are asked to identify yourself by completing a form or an online transaction. The information we gather will also enable us to better understand your needs and how you use services so that we can continue to improve our performance over time.

Cookies

If you complete our online registration process, or subsequently login to the site, we will use cookies to remember your preferences during your current visit, and any future visits provided the cookie was not deleted in the interim. These cookies only contain numeric identifiers, and can be deleted at the end of each visit by logging out of the site. Your browser help text will contain information about how to refuse cookies from our site should you wish. Refusing cookies from our site will not affect your ability to perform online transactions or receive information, although we will not be able to display content that is relevant you on certain pages, nor pre-fill forms with your name and contact details where relevant.

Access to Information – Data Protection and You

Under the Data Protection Act 1998, you can make a formal request in writing for the following information:

Right of access to personal data.

(1) Subject to the following provisions an individual is entitled-

(a) to be informed by any data controller whether personal data of which that individual is the data subject are being processed by or on behalf of that data controller,

(b) if that is the case, to be given by the data controller a description of-

(i) the personal data of which that individual is the data subject,

(ii) the purposes for which they are being or are to be processed,



and

(iii) the recipients or classes of recipients to whom they are or may be disclosed,

(c) to have communicated to him in an intelligible form-

(i) the information constituting any personal data of which that individual is the data subject, and

(ii) any information available to the data controller as to the source of those data, and

(d) where the processing by automatic means of personal data of which that individual is the data subject for the purpose of evaluating matters relating to him such as, for example, his performance at work, his creditworthiness, his reliability or his conduct, has constituted or is likely to constitute the sole basis for any decision significantly affecting him, to be informed by the data controller of the logic involved in that decision-taking.

(2) A data controller is not obliged to supply any information under subsection (1) unless he has received-

(a) a request in writing, and

(b) except in prescribed cases, such fee (not exceeding the prescribed maximum) as he may require.

(3) A data controller is not obliged to comply with a request under this section unless he is supplied with such information as he may reasonably require in order to satisfy himself as to the identity of the person making the request and to locate the information which that person seeks.

(4) Where a data controller cannot comply with the request without disclosing information relating to another individual who can be identified from that information, he is not obliged to comply with the request unless-

(a) the other individual has consented to the disclosure of the information to the person making the request, or

(b) it is reasonable in all the circumstances to comply with the request without the consent of the other individual.



(5) In subsection (4) the reference to information relating to another individual includes a reference to information identifying that individual as the source of the information sought by the request; and that subsection is not to be construed as excusing a data controller from communicating so much of the information sought by the request as can be communicated without disclosing the identity of the other individual concerned, whether by the omission of names or other identifying particulars or otherwise.

(6) In determining for the purposes of subsection (4)(b) whether it is reasonable in all the circumstances to comply with the request without the consent of the other individual concerned, regard shall be had, in particular, to-

(a) any duty of confidentiality owed to the other individual,

(b) any steps taken by the data controller with a view to seeking the consent of the other individual,

(c) whether the other individual is capable of giving consent, and

(d) any express refusal of consent by the other individual.

(7) An individual making a request under this section may, in such cases as may be prescribed, specify that their request is limited to personal data of any prescribed description.

(8) Subject to subsection (4), a data controller shall comply with a request under this section promptly and in any event before the end of the prescribed period beginning with the relevant day.

(9) If a court is satisfied on the application of any person who has made a request under the foregoing provisions of this section that the data controller in question has failed to comply with the request in contravention of those provisions, the court may order him to comply with the request.

(10) In this section-

"prescribed" means prescribed by the Secretary of State by regulations;

"the prescribed maximum" means such amount as may be prescribed;

"the prescribed period" means forty days or such other period as may be prescribed;

"the relevant day", in relation to a request under this section, means the day on which the data controller receives the request or, if later, the first day on which the data controller has both the required fee and the information referred to in subsection (3).

Contact

If you have any comments or concerns regarding this policy please contact the Data Protection Office online or in writing at the following address: -

Data Protection Officer
HR
Crawford Scientific
Holm Street
Strathaven
South Lanarkshire
ML10 6NB