

Website Privacy Statement

This Privacy Statement governs data collection and how we process and use your data. We will never use your Personal Information other than as described here.

Objective Associates Limited (OAL) are the owners and operators of this website and we are committed to protecting your privacy. OAL are registered in Scotland (SC233985) and are providers of software development services, consultancy services and ecommerce platforms.

We operate in line with EU GDPR [May 2018], and are classified as a Data Controller. A Data Controller has to control and use the Personal Data you provide in a highly defined and legal manner, and must ensure it acts in a way that protects your rights. Even if you only provide your business contact details, this still identifies you as an individual, and as such is treated as Personal Data.

We are committed to maintaining your personal rights and in allowing you to change or withdraw any opt-in rights you have granted us.

We will only use your personal data:

- a) Fairly and lawfully
- b) As set out in the legislation and this Privacy Statement

If you have any complaints about how we use your data, please contact us in the first instance in order that we may attempt to remedy the situation. If following our attempts to remedy your complaint you are still not satisfied, we shall advise you on how you can raise your complaint with the Information Commissioner's Office.

By using the website, you consent to the data practices described here.

Collection of your Personal Information

We collect personally identifiable information via various opt-in online forms on the website; such as your e-mail address, name, address and telephone number.

Information about your computer hardware and software is also automatically collected.

Such information can include: your IP address, Point of Presence, browser type, domain names, access times and referring website addresses.

This information is used by us to provide general statistics regarding use of the website.

We are not responsible for the privacy statements or content of external websites that are linked to from the website.

Use of Cookies

The website uses "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web server.

Cookies cannot be used to run programs or deliver viruses to your computer.

Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page, and to re-present data that you may have previously entered.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

Security of your Personal Information

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We secure the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure.

In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are required to do so. We will report any breaches or potential breaches to the appropriate party within 24 hours.

Should personal financial information (such as a credit card number) be transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Changes to your preferences and consent

If you receive marketing messages from us you can elect to change your preferences by clicking on the unsubscribe link at the bottom of such e-mail messages.

And you can inform us of any preference changes by notifying us via the various contact means defined below.

In addition to withdrawing your consent to our use of your personal data, and in keeping with your rights as defined under GDPR, you can request:

Access to your personal data; correction of your personal data; erasure of your personal data; object to our processing of your personal data (in effect it's use); restrict the processing of your personal data.

You will not have to pay a fee to access your personal data, or to exercise any other rights. But, should the request be repetitive, excessive or be deemed as an unfounded complaint we may, as allowed for in the GDPR, charge a reasonable fee or refuse to comply with your request.

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

We may also contact you to ask you for further information in relation to your request to speed up our response.

We aim to respond to all legitimate requests within one month. Occasionally it may take us longer than a month 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.

How we store and process your data

By submitting your personal data on our website, you are affirming your explicit consent for such information to be used in accordance with this Privacy Statement.

We collect and use your personal information to operate the website and deliver the services you have requested, such as handling a business enquiry, or sending you marketing and advertising materials.

We may also use your personally identifiable information to inform you of other products or services available from us and our partners. We may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

We keep track of the website pages our customer's visit, in order to determine what of our services are the most popular. This data is used by us, to deliver customized content and advertising to customers whose behaviour indicates that they are interested in a particular subject area.

We do not sell, rent or lease your data to third parties.

We do not collect sensitive personal information, such as race, religion, or political affiliations.

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

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers, should you be one currently, or become one. Such information includes Contact, Identity, Financial and Transaction Data, for six years after they cease being customers for tax purposes. In order to carry out marketing activities, take payment, manage our financial accounts and provide banking services we use third parties who may operate outside the EU.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

We may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

We will only use your personal data when legally permitted. The most common uses of your personal data are:

- a) Communicate with you to answer your questions or enquiries.
- b) Carry out marketing activities which you have consented to, including surveys, competitions etc.
- c) In gathering website data analytics in order to assess website effectiveness.
- d) Where we need to perform any contract that exists or which is created or arises between us.
- e) Where it is necessary for our legitimate interests (or those of a third party), and your interests and fundamental rights do not override those interests.
- f) Where we need to comply with a legal or regulatory obligation.

We will disclose your personal information, without notice, only if required to do so by law to:

- (a) conform to the edicts of the law or comply with legal process served on us;
- (b) protect and defend our rights or property
- (c) act under exigent circumstances to protect the personal safety of users or the public.

Changes to this Statement

We will occasionally update this Privacy Statement to reflect company and customer feedback, as well as any new legal requirements. We encourage you to periodically review this Privacy Statement to stay informed on how we are protecting your information.

Contact Information

If you believe that we have not adhered to this Privacy Statement, please contact the Data Controller of the Company, Alex Ogilvie. You can do this by:

email: info@objectiveassociates.co.uk.

Post: Objective Associates Limited, Pavilion 3, Castlecraig Business Park, Stirling, FK7 7WT.

Telephone: +44 (0) 1786 430076

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