



CAV SYSTEMS LTD

# Privacy Notice

CUSTOMERS

May 2019  
[cav-systems.com](http://cav-systems.com)

**CAV Systems Limited**

Unit 1A, Linden Park, Number One Industrial Estate, Consett, United Kingdom, DH8 6SZ

**T:** +44 (0) 1207 599 140

**W:** [cav-systems.com](http://cav-systems.com)

CAV Systems Limited is registered in England & Wales. Unit 1a, Linden Park, Number One Industrial Estate, Consett, County Durham, England DH8 6SZ. Registration no: 10715185 Vat No: 210 541 660



## PRIVACY NOTICE - CUSTOMERS

### Who we are

CAV Systems Group Limited (*'we' or 'us' or 'our'*) gathers and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

CAV Systems Group Limited's registered office is at Unit 1A, Linden Park, Number One Industrial Estate, Consett, County Durham DH8 6SZ and we are a company registered in England and Wales under company number 10744121. It is the parent company of two UK-registered trading entities, each of which is listed on the Information Commissioner's Office Register with the following registration numbers:

CAV Ice Protection Limited	- Z2031703
CAV Advanced Technologies Limited	- Z2031691

Together we act as a data controller when processing your data. Our designated Responsible Person can be contacted at [dataprotection@cav-systems.net](mailto:dataprotection@cav-systems.net).

### Information that we collect

CAV Systems Group Limited processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

#### ***The personal data that we collect from you may include: -***

- Name
- Business address
- Business email
- Business and business mobile telephone number
- Job title
- Signature
- Photographs/images



**We collect information in the following ways: -**

- Website enquiry
- Customer email
- Business card
- Customer purchase order
- Customer technical drawing

CAV Systems Group Limited takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

**How we use your personal data**

- We collect your personal data in the performance of a contract or to provide you with information about potential goods and services that you have enquired about for future supply on the grounds of legitimate interests
- We collect and store your personal data because we have an obligation under official authority for the CAA/EASA/FAA to maintain detailed records of manufacturing, engineering and quality processes so that all parts supplied can be tracked if required
- We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests

**Your Rights**

You have the right to access any personal information that CAV Systems Group Limited processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.



You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use. We do not use any automated decision-making.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

## Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. CAV Systems Group Limited uses third-parties to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

- our suppliers, agents and contractors where there is a legitimate reason for their receiving the information (including service providers such as external legal and financial advisers)
- regulatory bodies (e.g. CAA, FAA, EASA, BSI) in relation to ensuring the standards which we have to adhere to are maintained and checked
- IT service providers (who host the back up of our servers and ERP system for business continuity and will therefore hold data related to our employees)
- data storage providers (who scan and retain all hard copy documentation relating to product supply, including purchase orders, customer orders, job cards, quality documentation and despatch documents)

## Safeguarding Measures

CAV Systems Group Limited takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including:** -

Laptop encryptions, restricted PC access via log ins, permissions based application and electronic file access, IT authentication, firewalls, anti-virus/malware, locked cupboards/storage, CCTV, building access control system

## Transfers Outside the EU



CAV Systems Group Limited has customer data that may be replicated with our group company in the USA, which means that we may transfer your personal data outside the European Economic Area ("EEA"). Additionally, there may be customer data that is transferred outside the European Economic Area ("EEA") to third parties, such as customers or suppliers.

CAV Systems Group Limited is committed to protecting the privacy and confidentiality of personal information when it is transferred. Where such transfers occur, we will ensure that adequate protection exists either through contractual arrangements or where required by law in that country.

### **Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to CAV Systems Group Limited, however, as this information is required for us to provide you with our products and services, we will not be able to offer some or all of our services without it.

### **How Long We Keep Your Data**

CAV Systems Group Limited only ever retains personal information for as long as is necessary to fulfil the purposes we collected it for, in accordance with our Data Protection Policy. We have review and retention policies in place to meet these obligations.

We are required to retain any of your data regarding production, engineering, quality processes and purchases from suppliers and sales to customers indefinitely due to the requirements of CAA/EASA/FAA and the traceability of products used in the aerospace industry.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

### **Marketing**

CAV Systems Group Limited will occasionally send you information about our products by email or post that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

If you would prefer **not** to receive above-mentioned marketing and offers, please tick below: -

I wish to opt-out of marketing



## **Lodging A Complaint**

CAV Systems Group Limited only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

*CAV Systems Group Limited*  
*dataprotection@cav-systems.net*  
*Unit 1a, Linden Park, Number One Industrial Estate,*  
*Consett, County Durham, England, DH8 6S*  
*Phone: 01207 599140*

**Information Commissioner's Office**  
**Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF**  
**Phone: 0303 1231113**