

SURREY DIAGNOSTICS LIMITED
PRIVACY POLICY

Surrey Diagnostics Limited understands that your privacy is important to you and that you care about how your personal data is used. We respect the privacy of anyone who visits our website, www.sdl.uk.net and/or contacts us via email or any other written or digital communication. We will only collect and use personal data in ways that are described here and that are consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it.

1. INFORMATION ABOUT US

Surrey Diagnostics Limited is a limited company registered in England under company number 3831735.

Our registered address is 76 Dunsfold Park, Stovolds Hill, Cranleigh, Surrey GU6 8TB.

Our VAT number is 733 4805 37

Our Data Protection Officer is Jayne Bleby who can be contacted by email at jayne@sdlab.co.uk

2. WHAT DOES THIS POLICY COVER?

This privacy policy explains how we use your personal data, how it is collected, how it is held and how it is processed. It also explains your rights under the law relating to your personal data.

3. WHAT IS PERSONAL DATA?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the GDPR) as any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. Personal data is simply any information that enables you to be identified

4. YOUR RIGHTS

As a data subject you have the following rights under the GDPR which this policy and our use of personal data have been designed to uphold:

- a) The right to be informed about our collection and use of your personal data.
- b) The right of access to the personal data we hold about you.
- c) The right to have your personal data rectified if any personal data we hold about you is inaccurate or incomplete
- d) The right to be forgotten – i.e. the right to ask us to delete any personal data we hold about you. We only hold your personal data for as long as is necessary but if you would like us to delete it sooner please contact us.
- e) The right to restrict (i.e. prevent) the processing of your personal data.

- f) The right to data portability. You can ask us for a copy of your personal data to re-use with another service or organisation.
- g) The right to object to us using your personal data for a particular purpose.
- h) Rights with respect to automated decision making and profiling. We do not use your personal data in this way.

If you have any cause for complaint about our use of your personal data you have the right to lodge a complaint with the Information Commissioner's Office.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

5. WHAT DATA DO WE COLLECT?

If you send us an email or any other written or digital communication we may collect your name, email address and other information which you choose to give us.

6. HOW DO WE USE YOUR DATA?

Under the GDPR we must always have a lawful basis for using personal data. This may be because:

- The data is necessary for our performance of a contract with you.
- You have consented to our use of your personal data.
- It is in our legitimate business interest to use your personal data.
- We believe it is necessary to use your personal data to comply with a legal obligation.

Your personal data may be used for the following purposes:

- To supply our services and enter into a contract with you.
- To communicate with you. This may include responding to emails or other written or digital communications.
- To supply information about our products and services.

If we do collect any personal data it will be processed and stored securely for no longer than is necessary in the light of the reasons for which it was first collected. We will comply with our obligations and the GDPR at all times.

7. HOW AND WHERE DO WE STORE YOUR DATA?

We will only store your personal data in the UK. This means that it will be fully protected under the GDPR.

Data security is very important to us and to protect your data we have taken suitable measures to safeguard and secure any data we hold about you (even if it is only your email address).

8. SHARING PERSONAL DATA

We will not share any of your personal data with any third parties for any purposes, subject to one important exception. In some limited cases we may be legally required to share certain personal data if we are complying with legal obligations, a court order or the instructions of a government authority.

9. HOW CAN YOU ACCESS YOUR DATA?

You have the right to ask for a copy of any of your personal data held by us (where such data is held). This is known as a subject access request. Under the GDPR no fee is payable and we will provide any and all information in response to your request free of charge.

All subject access requests should be made in writing and sent to the email or postal address given below. We will respond to the subject access request within one month of receiving it. However if your request is more complex a maximum of three months from the date we receive the request may be required.

10. CONTACTING US

If you have any questions about this policy please contact us by email at jayne@sdlab.co.uk, by telephone on 01486 26800 or by post at 76 Dunsfold Park, Stovolds Hill, Cranleigh, Surrey, GU6 8TB.

11. CHANGES TO OUR PRIVACY POLICY

We may change this Privacy Policy from time to time (for example if the law changes). Any changes will be immediately posted on our web site.