
CLIENT AND SUPPLIER DATA PROTECTION AND PRIVACY POLICY

Section 1 – Data Protection

A) INTRODUCTION

We may collect and use personal information about clients and suppliers with whom we work. This information must be handled appropriately, regardless of how it is collected, recorded or used, whether in paper or electronic records or by any other means.

We regard the lawful and appropriate handling of personal data as important to our successful operation and to maintaining the confidence of those with whom we conduct business. We will ensure that personal data is handled lawfully and appropriately.

To this end, we adhere to the principles and requirements of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to the processing of client and supplier data in manual and electronic records kept by us in connection with our Company operations. It also covers our response to any data breach and other rights under the UK GDPR.

This policy applies to personal data relating to current and former clients, suppliers and self-employed contractors of Inspectahire Instrument Company Ltd. These are referred to in this policy as relevant individuals.

B) DEFINITIONS

“Data” is information that relates to an identifiable person who can be directly or indirectly identified from that information, for example, a person’s name, identification number, location, online identifier. It can also include pseudonymised data.

“Data processing” means any operation or set of operations performed on personal data, whether by automated or manual means, including collection, recording, organisation, storage, alteration, retrieval, consultation, use, disclosure, restriction, erasure or destruction.

C) DATA PROTECTION PRINCIPLES

Under the UK GDPR, all personal data obtained and held by the Company must be processed in accordance with the applicable data protection principles. We will ensure that:

- a) processing will be fair, lawful, and transparent
- b) data will be collected for specific, explicit, and legitimate purposes
- c) data collected will be adequate, relevant, and limited to what is necessary for the purposes of processing
- d) data will be kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data will be processed in a manner that ensures appropriate security of client data including protection against unauthorised or unlawful processing, accidental loss, destruction, or damage by using appropriate technical or organisational measures
- g) any international transfer of personal data will be undertaken in accordance with applicable data protection legislation.

D) TYPES OF DATA HELD

We keep certain categories of personal data relating to our clients and suppliers to enable us to carry out our business activities effectively and efficiently.

This data is held within our Company systems and records, including relevant Quality Management System and accounting records.

Specifically, we hold the following types of data:

- a) client details such as name, address, phone numbers, email addresses and correspondence
- b) supplier details such as name, address, phone numbers, email addresses and correspondence

All the above information is required for our processing activities. More information on those processing activities is included in our privacy notice for customers and suppliers, which is available from our website.

E) INDIVIDUAL RIGHTS

Relevant individuals have the following rights in relation to their personal data, subject to the circumstances and exemptions provided by applicable data protection legislation:

- a) the right to be informed about how personal data is collected and used.
- b) the right of access to the data we hold on you.
- c) the right to have inaccurate or incomplete personal data corrected (rectification).
- d) the right to have personal data erased in certain circumstances (erasure).
- e) the right to restrict the processing of the data in certain circumstances.
- f) the right to data portability in certain circumstances; and
- g) the right to object to processing in certain circumstances.

F) RESPONSIBILITIES

To protect the personal data of relevant individuals, personnel who process personal data as part of their role are made aware of the Company's data protection policies and their responsibilities for protecting personal data.

G) LAWFUL BASES OF PROCESSING

We acknowledge that processing may only be carried out where a lawful basis for that processing exists and we have assigned a lawful basis against each processing activity.

Where no other lawful basis applies, we may seek to rely on the customer/supplier consent to process data.

However, we recognise the high standard attached to its use. We understand that consent must be freely given, specific, informed, and unambiguous. Where consent is to be sought, we will do so on a specific and individual basis where appropriate. Customers and Suppliers will be given clear instructions on the desired processing activity, informed of the consequences of their consent and of their clear right to withdraw consent at any time.

H) ACCESS TO DATA

Our customers and suppliers have the right to request access to the personal data that we hold about them. To exercise this right, a Subject Access Request may be made. We will respond without undue delay and normally within one month, subject to any extension permitted under applicable data protection legislation. Where an extension is required, the individual will be informed accordingly.

No charge will be made for complying with a request unless the request is manifestly unfounded, excessive, or repetitive, or unless a request is made for duplicate copies to be provided to parties other than the employee making the request. In these circumstances, a reasonable charge will be applied.

Further information on making a subject access request can be made by telephoning our office on 01224 789692.

I) DATA DISCLOSURES

The Company may disclose personal data where necessary for legitimate business purposes, to fulfil contractual or legal obligations, or where required by law.

Any disclosure will be limited to the information reasonably necessary for the purpose and will be handled in accordance with applicable data protection requirements.

J) DATA SECURITY

Personal data held electronically shall be protected by appropriate technical and organisational security measures, including appropriate access controls and safeguards proportionate to the nature of the information held.

Personal data held in physical records or on removable storage media shall be appropriately secured to protect against unauthorised access, accidental loss, damage or disclosure.

K) THIRD PARTY PROCESSING

Where we engage third parties to process personal data on our behalf, we will take appropriate steps to ensure that they provide sufficient safeguards for the protection of personal data and that appropriate contractual arrangements are in place where required.

L) INTERNATIONAL DATA TRANSFERS

Where personal data is transferred outside the UK, appropriate safeguards shall be applied in accordance with applicable data protection legislation.

M) REQUIREMENT TO NOTIFY BREACHES

All identified personal data breaches shall be recorded on the Company's Data Breach Register and assessed promptly. Where legally required, a personal data breach shall be reported to the Information Commissioner's Office (ICO) without undue delay and, where feasible, within 72 hours of becoming aware of the breach.

Where legally required, affected individuals will also be informed.

N) TRAINING

New employees who will have access to Company data shall be made aware of the Company's data protection and confidentiality requirements as part of their induction.

Employees shall receive appropriate information, instruction or training relevant to their responsibilities for protecting personal data and recognising and reporting potential data breaches.

Personnel with specific responsibilities for data protection compliance shall maintain an appropriate level of awareness and understanding relevant to their role.

O) RECORDS

The Company shall maintain appropriate records of its personal data processing activities, including the purposes of processing and applicable retention periods. These records shall be reviewed and updated as necessary to reflect current processing activities.

P) DATA PROTECTION COMPLIANCE

The Company's nominated contact for data protection compliance is:

Lillian Paterson

Quality Assurance Manager

lillianpaterson@inspectahire.com

Telephone: +44 (0) 1224 789692

Section 2 – Privacy

A) INTRODUCTION

Inspectahire Instrument Company Ltd. is committed to maintaining appropriate standards of information security, privacy and transparency. We place a high priority on protecting and managing personal data in accordance with applicable data protection legislation, including the UK GDPR and Data Protection Act 2018. Inspectahire acts as a Data Controller in respect of personal data for which it determines the purposes and means of processing.

This privacy notice sets out how Inspectahire Instrument Company Ltd. uses and protects personal information provided to us in writing, electronically, verbally or through the Company website

This policy may be updated periodically to reflect changes in our business activities, legal requirements or data protection practices. The current version will be made available as appropriate.

B) WHAT WE COLLECT

When you engage the services of Inspectahire Instrument Company Ltd., provide services to us, contact us or use the “Contact Us” facility on our website, we may collect personal information such as your name, email address, telephone number and other information necessary to respond to your enquiry or provide the relevant service.

What we do with the information we gather.

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- a) Internal record keeping.
- b) Improving our products and services.
- c) Supplying requested services or products to our clients
- d) Engaging and managing the services of suppliers.

C) HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose 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. This may prevent you from taking full advantage of the website.

D) THIRD PARTY COOKIES

Cookie Name & Purpose

Google Analytics

The Inspectahire website may use Google Analytics to help us understand how visitors use the website and to support improvements to website content and user experience. Google Analytics may use cookies or similar technologies to collect information about website usage. Further information and available cookie choices are provided through the Company's website and applicable cookie settings.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

E) HOW WE PROCESS YOUR PERSONAL INFORMATION

We collect and use personal information in accordance with this privacy notice and applicable data protection legislation.

Inspectahire Instrument Company Ltd. is committed to the appropriate processing and safeguarding of personal data. We will not sell or lease personal information to third parties. Personal data may only be shared where there is an appropriate lawful basis or where required by law. Employees, associates and agents of Inspectahire may be given access to personal information where necessary for the performance of their duties.

F) THE LEGAL BASIS FOR US COLLECTING AND STORING DATA

Consent

Where we rely on consent as the lawful basis for processing personal data, consent will be obtained appropriately and individuals will be informed of the purpose for which their information will be used. Where processing is based on consent, individuals have the right to withdraw their consent at any time.

Legitimate Interests

We may process personal data where necessary for our legitimate business interests, including conducting and managing our business, maintaining the security and integrity of our services and communicating appropriately with clients and suppliers.

Where we rely on legitimate interests, we will consider the impact of the processing on the individual's interests, rights and freedoms and will not rely on legitimate interests where these are overridden by the individual's rights and interests.

G) REQUESTS FOR PERSONAL INFORMATION

Requests relating to personal data may be made to the Company's nominated data protection contact:

Lillian Paterson
Quality Assurance Manager
Inspectahire Instrument Company Ltd.
Badentoy Road, Badentoy Industrial Estate
Portlethen, Aberdeenshire
AB12 4YA
lillianpaterson@inspectahire.com

H) COMPLAINTS / CONCERNS

If you have concerns about how Inspectahire has handled your personal data, believe that information held about you is inaccurate or incomplete, or wish to exercise your data protection rights, please contact the Company's nominated data protection contact using the details above. We will consider and respond to requests in accordance with applicable data protection requirements.

If you remain unhappy about how we have handled your personal information, please contact us direct in the first instance and will endeavour to resolve the problem directly with you. If you are not happy how the matter is dealt with, you have the right to take your complaint to the Information Commissioner's Office (ICO). For more information on contacting the ICO please see their website www.ico.org.uk.

Authorised by:


[Cailean Forrester \(Aug 28, 2026 11:00:46 GMT+1\)](#)

Name: Cailean Forrester

Title: Managing Director

Date: 28/08/2026 (Review period is within 13 months from this date)

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Final Audit Report

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