

Any questions please email contact@nanoscpeservices.com. If you would like to speak to us please call us on +44 (0)117 957 6225.

Privacy Policy

About this policy

This policy describes how we use your personal data when you use our website www.nanoscpeservices.co.uk or when we contact you or provide services to you. We have provided this policy to ensure that you understand what personal data we may collect and hold about you, what we may use it for and how we keep it safe. You have legal rights to access the personal data that we hold about you and to control how we use it, which are also explained.

You can read, print and save this whole policy which contains the following sections:

[Who we are and how you can contact us](#)

[What personal data we collect about you](#)

[What we use your personal data for](#)

[Cookies](#)

[When we need your consent to use your personal data](#)

[Personal data you are legally obliged to provide](#)

[Your rights to know what personal data we hold and to control how we use it](#)

[Automated decision making and profiling](#)

[When we will share your personal data with others](#)

[How we keep your personal data safe](#)

[How we use your personal data for marketing](#)

[When we will send your personal data to other countries](#)

[How long we keep your personal data](#)

[How you can make a complaint](#)

[How we keep this policy up to date](#)

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Who we are and how you can contact us

We are NanoScope Services Ltd, Unit 30 Station Road Workshops, Station Road, Kingswood, Bristol, BS15 4PJ.

You can contact us in writing at the address given above or by emailing contact@nanoscpeservices.com

If you would like to speak to us please call us on +44 (0) 117 957 6225.

Please refer to the sections on [Your rights to know what personal data we hold and to control how we use it](#) and [How to make a complaint](#) for further contact information.

What personal data we collect about you

We collect:

- **Personal Contact Data** that you provide to us. There are lots of ways in which you may have shared your personal data with us. The personal data that you provide to us is limited to only these items - your **name, work address, work e-mail address, work phone number and area of mutual technical interest.**
- **Website Statistics** about your use of our website. This is technical information collected by our website host for the purposes of monitoring the performance of our website so that we can tell if it is effective and where it needs to be improved. It is a generic 3rd party function for extracting statistics, not individual data points, (not available to us) but includes collecting details such as your IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform. It also collects details of how you navigated to our website and where you went when you left, what pages or products you viewed or searched for, page response times, download errors, length of visits to certain pages, and page interaction information (such as scrolling, clicks, and mouse-overs).

What we use your personal data for

We use your personal data in the following ways:

- **personal data that you provide to us** is used to:
 - process and respond to your enquiries
 - provide you with the information, products and services that you request from us
 - manage and administer our business paperwork for things like tax reporting
 - review and improve our goods and service
- **personal data about your use of our website** is used to:
 - administer our website and for internal operations including troubleshooting, data analysis, testing, research, statistical and survey purposes
 - improve our website to ensure that the content is presented in the most effective manner for you and for your computer or mobile device
 - assist our efforts to keep our site safe and secure
 - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you

Cookies

Our website uses cookies to distinguish you from other users of our website (are you a NEW visitor for example). This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. For detailed information on the cookies we use and the purposes for which we use them see our [Cookie Policy](#) below.

When we need your consent to use your personal data

Whilst we always want you to be aware of how we are using your personal data, this does not necessarily mean that we are required to ask for your consent before we can use it. In the day to day running of our business we may use your personal data without asking for your consent because:

- we are entering into and carrying out our obligations under a contract with you
- we need to use your personal data for our own legitimate purposes (such as the administration and management of our business and the improvement of our services) and our doing so will not interfere with your privacy rights
- we have a legal obligation to do so

In exceptional circumstances we may wish to use your personal data for a different purpose which does require your consent. In these circumstances we will contact you to explain how we wish to use your data and to ask for your consent. You are not required to give consent just because we ask for it. If you do give consent you can change your mind and withdraw it at a later date.

Please refer to the section on [How we use your personal data for marketing](#) to read about marketing consents.

Personal data you are legally obliged to provide

You are not under a legal obligation to provide us with any of your personal data, but please note that if you elect not to provide us with your personal data we may be unable to provide our services to you.

Your rights to know what personal data we hold and to control how we use it

You have a legal right to know what personal data we hold about you – this is called the right of subject access. You can exercise this right by sending us a written request at any time. Please mark your letter “**Subject Access Request**” and send it to us by post or email using the details in the [Who we are and how you can contact us](#) section.

You also have rights to:

- prevent your personal data being used for marketing purposes (see [How we use your personal data for marketing](#) for further details)
- have inaccurate personal data corrected, blocked or erased
- object to decisions being made about you by automated means or to your personal data being used for profiling purposes
- object to our using your personal data in ways that are likely to cause you damage or distress
- restrict our use of your personal data
- require that we delete your personal data
- require that we provide you, or anyone that you nominate, with a copy of any personal data you have given us in a structured electronic form such as a CSV file

You can find full details of your personal data rights on the Information Commissioner’s Office website at www.ico.org.uk

Automated decision making and profiling

We **do not** make use of automated decision making or profiling.

When we will share your personal data with others

We share your data with the following people in the day to day running our business:

- any business partners, suppliers and sub-contractors, such as delivery companies we work with, to provide you with goods or services that you have requested from us
- our compliance obligations
- analytics and search engine providers that assist us in the improvement of our site

We may also share your personal information with third parties on a one-off basis, for example, if:

- we are under a duty to disclose or share your personal data in order to comply with any legal obligation.

How we keep your personal data safe

We take every care to ensure that your personal data is kept secure. The security measures we take include:

- only storing your personal data on our secure PC's and Website statistics on 3rd party servers
- ensuring that our staff have good data security awareness
- keeping paper records to a minimum and ensuring that those we do have are stored in filing cabinets on our secure office premises
- maintaining up to date firewalls and anti-virus software to minimise the risk of unauthorised access to our systems
- have a strict behaviour on the use of mobile devices and out of office working

Unfortunately, sending information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of personal data sent to us; you send us personal data at your own risk. Once we have received your personal data, we will use strict procedures and security features (some of which are described above) to try to prevent unauthorised access.

How we use your personal data for marketing

We keep your details for contacting you if you have given us permission in the past or registered your interests where we then have a legitimate interest in maintaining contact with you - these reasons include :

- You have connected with one of our senior colleagues on LinkedIn or other on-line portals because of a mutual on-going technical interest in a NanoScope Services area of expertise
- You have a public domain registered open interest and made your personal contact information publicly available (like on LinkedIn or a technical society) to receive information about a specific technical subject NanoScope specialises in
- You have personally communicated an interest with a senior colleague through a LinkedIn technical group or forum
- You have told a 3rd party or business partner you would like them to share your data with us so that we may stay in touch
- You are one of our conference contacts and have exchanged business cards with one of our senior colleagues for the purpose of communicating about a topic of specific interest supported by NanoScope
- Being an active part of a technical conversation as part of a past project commissioned with NanoScope Services and have shared your information with us
- You are a co-author (alongside a senior colleague at NanoScope) of a paper, article or applications note or other publication on a subject linked to NanoScope's services.
- You have simply stayed in touch over the years

- You have registered with us to receive our newsletter and/or marketing information and/or technical updates
- You made an enquiry about our services and are happy to receive marketing communications
- You bought our goods or services and are happy to receive marketing communications

We may send you marketing communications by email, telephone or by post.

You can ask us to only send you marketing communications by particular methods (for example - you may be happy to receive emails from us (but not telephone calls) about specific subjects, or you may ask us not to send you any marketing communications at all.

We may ask you to indicate your marketing preferences when you first contact us e.g. via our website. You can check and update your current marketing preferences at any time by calling or emailing us using the details set out in the [Who we are and how you can contact us](#) section above.

We **never** share your personal data with third parties for marketing purposes.

When we will send your website visiting data to other countries

Your website visit data may be transferred to, and stored at, a destination outside the European Economic Area ("EEA") by our sub-contractors. Where they use IT systems or software that is provided by non-UK companies, your data may be stored on the servers of companies outside the EEA. However the hosting company is inside the EU and bound by the same EU GDPR legislation as we are and must be compliant with it.

How long we keep your personal data

We only keep your personal data for as long as we actually need it. In practice this means that we will keep:

- your name and contact details for as long as you are interested to stay in contact with us or until the data itself is incorrect
- a record of the goods and services we provide to you for 10 years
- complaint records for 10 years

Please note that we may anonymise your personal data or use it for statistical purposes. We keep anonymised and statistical data indefinitely, but we take care to ensure that such data can no longer identify or be connected to any individual.

How you can make a complaint

If you are unhappy with the way we have used your personal data please contact us to discuss this using the contact details set out in the [Who we are and how you can contact us](#) section above.

You are also entitled to make a complaint to the Information Commissioner's Office which you can do by visiting www.ico.org.uk. Whilst you are not required to do so, we encourage you to contact us directly to discuss any concerns that you may have and to allow us the opportunity to address these before you contact the Information Commissioner's Office.

How we keep this policy up to date

We will review and update this policy from time to time. This may be to reflect a change in the goods or services we offer, or to our internal procedures, or it may be to reflect a change in the law.

The easiest way to check for updates is by looking for the latest version of this policy on our website <http://www.nanosopeservices.co.uk/privacy-and-cookie-policies/> or you can contact us (see [Who we are and how to contact us](#)) to ask us to send you the latest version of our policy.

Each time we update our policy we will update the policy version number shown at the end of the policy and the date on which that version of the policy came into force.

Cookie Policy

Information about our use of cookies

Our website host uses cookies to distinguish you from other users of our website (like NEW visitors). We have no control over this generic process but the statistics it produces (not individual data) helps us to improve our site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

Some of the following cookies may be used:

Strictly necessary cookies. These are cookies that are required for the operation of our website.

Analytical/performance cookies. They allow recognition and counting of the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve our website.

Functionality cookies. These are used to recognise you when you return to our website. This enables us to understand if you have visited before.

Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. This information can be used to make our website and the information on it more relevant.

Please note that our web host third party may use some of these cookies, over which we have no control.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access our site.

Except for essential cookies, all cookies will expire after a maximum 365 days.