



# **ALS Laboratories (UK) Ltd Data Privacy Policy**

## **Who is Responsible for Your Data?**

Our Privacy Policy applies to the personal data that ALS Laboratories (UK) Ltd collects and uses.

References in this Privacy Policy to “ALS Laboratories (UK) Ltd”, “we”, “us” or “our” mean

## **ALS Laboratories (UK) Ltd**

Registered Office – Torrington Avenue, Coventry CV4 9GU.

We control the ways your personal data are collected and the purposes for which your personal data are used by ALS Laboratories (UK) Ltd and are the “data controller” for the purposes of the GDPR 2018 and other applicable European Union data protection legislation.

## **Personal data we collect about you**

When using the term “personal data” in our Privacy Policy, we mean information that relates to you and allows us to identify you, either directly or in combination with other information that we may hold. Your personal data may include for example your name, your contact details, information relating to the services you have purchased from us or information on how you use our website or you interact with us.

We collect some personal data from you, for example when you place and order, use our web-based portals, use our services or contact us.



## Categories of data we collect

|   |   |
|---|---|
| <p><b>Your name and surname and your contact details</b></p> <p>(email address, telephone number and postal address)</p>                        | <p>When you request a quote or place an order or contract</p>                                       |
| <p><b>Information about your Order</b></p> <p>including the date, time and (if applicable) the type of service you require</p>                  | <p>When you place an order or book a service</p>  |
| <p><b>Information about your transaction,</b> including your payment card details and/or bank details.</p>                                      | <p>When you purchase products or services from us using payment cards or direct debit</p>           |
| <p><b>The communications you exchange with us</b> (for example, your emails, letters, calls, or your messages on our social media channels)</p> | <p>When you contact ALS Laboratories (UK) Ltd or you are contacted by ALS Laboratories (UK) Ltd</p> |
| <p><b>Your posts and messages on social media</b> directed to or any of our centre's social media accounts</p>                                  | <p>When you interact with us on social media</p>  |
| <p><b>Your feedback</b></p>   | <p>When you reply to our requests for feedback or participate in our customer surveys</p>           |

## How and why we use your personal data

We use your personal data for the following purposes:

- To manage your orders and provide our services to you**

When you are a customer of ours, we use your information to perform our services in relation to your purchase, for example to issue your report,



register your samples, and accept your purchases. We also use it to change your requirements if you request such changes.

- **To communicate with you and manage our relationship with you**  
Occasionally we may need to contact you by email for administrative or operational reasons, for example in order to send you confirmation of your orders, and your payments, to inform you about your order and to advise you of disruption and changes to your purchased services.

Please be aware that these communications are not made for marketing purposes and as such, you will continue to receive them after the implementation of the GDPR.

We will also use your personal data if we contact you after you have sent us a request, filled in a web-form through our web-based portals.

Your opinion is very important to us, so we may send you an email to seek your feedback. We will use the communications you exchange with us and the feedback you may provide in order to manage our relationship with you as our customer and to improve our services and experiences for customers.

Please note that we do not share your contact details and other personal data with other companies for marketing purposes, unless we have obtained your consent to do so.

- **To improve our services, fulfil our administrative purposes and protect our business interests**  
The business purposes for which we will use your information include accounting, billing and audit, credit or other payment card verification, fraud screening, safety, security and legal purposes, statistical and marketing analysis, systems testing, maintenance and development.

To comply with our legal obligations, for example, our obligation to provide your information to the regulators or the police (when legally required to do so.)



## **Requesting access to your data**

You have a right to request access to the personal data that we hold about you. If you have questions in relation to your personal data, please contact us at: [Info.ukenviro@alsglobal.com](mailto:Info.ukenviro@alsglobal.com)

## **Security of your data**

We are committed to taking appropriate technical and organizational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage to personal data.

The information that you provide to us will be held in our systems, which are located on our premises. We will retain your personal data for as long as we need it in order to fulfil our purposes set out in this Privacy Policy or in order to comply with the law.

## **Sharing your data**

Your personal data may be shared with other centres within our Group. It may also be disclosed to a third party who acquires undertake work on our behalf such as undertaking courier pickups.

Our partners have their own privacy policies and terms of use over ALS Laboratories (UK) Ltd does not have control. Whilst ALS Laboratories (UK) Ltd carefully selects these partners, it has no responsibility or liability for their privacy policies, terms of use or the way they process your personal data.

In addition, we may disclose your personal data when this is required by the law of any jurisdiction to which ALS Laboratories (UK) Ltd may be subject.

## **Updates to our policy**

We may make changes to this Privacy Policy from time to time, including as part of the new European data protection legislation which will start to apply on 25 May 2018 (the "General Data Protection Regulation") - we will update the Privacy Policy and we will publish on our website any new version of this Policy.

**ALS Laboratories (UK) Ltd**

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right solutions.  
right partner.

## **Contact information**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [Info.ukenviro@alsglobal.com](mailto:Info.ukenviro@alsglobal.com)

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