

Privacy Notice – Customers, Suppliers and Visitors

The Company takes the privacy of your data very seriously. This privacy policy sets out how Radius uses and protects any personal information that you provide to us. The information may be provided by you when you sign an agreement, open an account, visit our site or when you provide us with contact details for product support or correspondence purposes.

Why do we hold your data?

If you are a customer or supplier of Radius, we must of course hold and maintain some personal information about you and/or your employees. This information is necessary for the relevant performance of managing your account such as correspondence regarding Product Updates, Technical Support and/or events as well as delivery confirmations.

What sort of data do we hold?

Typically, it will be a contact name and address within your company, their role, email address and any telephone contact numbers.

How long do we hold your data?

When Radius no longer needs to keep certain data, we destroy paper documents securely and delete the electronic records within the Radius ERP and CRM systems. Data can be retained for 6 years to meet with UK statutory requirements. Radius will only retain contact information for as long as it is relevant for day to day contact.

Who can access your data?

Access to all of your information is strictly controlled and limited to ensure that only authorised Radius employees or its approved 3rd party partners have access.

Radius will not transfer your data to countries outside the European Economic Area.



Where personal data relating to your employees or customers is transmitted or transported for the purposes providing you with products or services, Radius ensures that such data in transit will always be secured using reasonable measures. Where business requirements require the use of removeable storage such as Flash drives or external hard drives these devices will be password protected or where possible encrypted.

Changes and access to your personal data

Under the GDPR the personal data subject has various rights including to access and seek correction of personal information. We will ask for proof of ID before allowing access. We will then ensure that the information we hold is corrected and updated. If at any point you believe that the information we process on your behalf or on you is incorrect, you can request to see this information, and have it corrected or deleted. Please do this via our Customer Services / Purchasing department or by using the email address privacymatters@radius-systems.com

CCTV Images

Radius uses closed circuit television (CCTV) to provide a safe and secure environment for employees and for visitors to the company's premises and to protect company property.

The company's CCTV facility records images only. There is no audio recording. Images that are stored on media are erased or destroyed once the purpose of the recording is no longer relevant. In normal circumstances, this will be a period of 31 days. Where a law enforcement agency is investigating a crime, images may need to be retained for a longer period.

Access to, and disclosure of, images recorded on CCTV is restricted. This ensures that the rights of individuals are retained. Images can only be disclosed in accordance with the purposes for which they were originally collected. The Radius CCTV policy is available upon request.



Visitors to Site

As a safety and security measure visitors to our sites will be registered as being on site either via our visitor book or be provided with an access control badge, the decision on which, will depend on how long you will be on site, whether you will be accompanied by a Radius Employee or the available facilities on the site you are visiting. Whichever option is chosen, we will note your Name, Company Name and where applicable, your vehicle registration number.

Visitors to our Website

When using our website, you will remain anonymous unless you provide your details via our enquiry form or are applying for a current vacancy.

Complaints

If you wish to raise a complaint on how we have handled any personal data, you can raise this concern via the email address privacymatters@radius-systems.com

If you believe that the Company has not complied with your data protection rights, you can also complain to the Information Commissioner.

