

Eclipse Website Privacy Statement

At Eclipse Strategic Security Ltd (Eclipse), we're committed to protecting and respecting your privacy. This Privacy Statement explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Privacy Statement from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Privacy Statement.

Any questions regarding this statement and our privacy practices should be sent by email to Eclipse Data Protection Officers; Katie Fellows - kf@eclipse-strategic-security.com; Kate Albin - ka@eclipse-strategic-security.com, or by writing to 10 Northern Lights Business Park, Clinton Road, Leominster, Herefordshire HR6 0SW. Alternatively, you can telephone 01568 611155.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about services or recruitment opportunities.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you purchase a product from us, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process orders that you have submitted;
- carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you.
- activities, promotions of our associated companies goods and services;
- process a job application.

We review our retention periods for personal information on a regular basis. Eclipse shall not keep personal data for any longer than is necessary considering the purposes for which that data was originally collected and processed. When the data is no longer required, all reasonable steps will be taken to erase it without delay.

Who has access to your information?

We will not sell or rent your information to third parties. Only employees, agents, subcontractors, or other parties working on behalf of Eclipse that need access to, and use of, personal data to carry out their assigned duties correctly shall have access to personal data held by Eclipse. We will not share your information with third parties for marketing purposes.

Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: info@eclipse-strategic-security.com or telephone on 01568 611155.

How you can access and update your information

The accuracy of your information is important to us. Should information we hold becomes out-of-date, please email us at: info@eclipse-strategic-security.com or telephone on 01568 611155.

You may make a subject access request ('SAR') at any time to find out more about the personal data which Eclipse holds about you. Eclipse will normally respond to SAR's within one month of receipt (this can be extended by up to two months in the case of complex and/or numerous requests, and in such cases you will be informed of the need for the extension). Eclipse does not charge a fee for the handling of normal SARs. Eclipse reserves the right to charge reasonable fees for additional copies of information that has already been supplied to you, and for requests that are manifestly unfounded or excessive, particularly where such requests are repetitive.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software: 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.