At AW Control Systems Ltd, we're committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

Any questions regarding this policy and our privacy practices should be sent by email to info@awcontrolsystems.com or by writing to us at 92 Moy Road, Armagh, Co Armagh BT61 8DR. Alternatively by telephoning 028 37 524508

Who are we?

AW Control Systems Ltd is one of the leading companies specializing in the design, manufacture, installation, software design and commissioning of automated control systems.

How do we collect information from you?

We obtain information about you in the following ways:

Information you give us directly
For example, we may obtain information about you when you make an enquiry, place an order, apply for a job with us, sell us materials or parts or contact us for any reason.

Public Information
We use websites to get information such as contact details and background details which is freely available in the public domain.

What personal data do we collect?

Information you provide to us when you:

- correspond with us by phone, e-mail, or in writing;
- create an account with us; enter into a contract with us to receive products and/or services
- apply for a position within the company

The information we may collect from you includes:

- Contact information (such as name, postal address, private and or business email address, and telephone/mobile number)
- Business information (such as job title, department and name of organisation, company registration number and vat number)
- Billing Information (such as Billing Address, Banking Details)

- Any other personal information shared with us.
- Personal information may also be collected via CCTV footage of our premises.
- Dashcam footage including audio from our vehicles

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We do not usually collect sensitive data about you unless there is a clear and valid reason for doing so and data protection laws allow us to. Where appropriate, we will make the reason why we are collecting this type of information and what it will be used for clear.

How do we use your personal data

We may use your information for a number of different purposes, which may include:

- Fulfilling your contract, or to take steps linked to a contract:
    - to provide the products and/or services to you;
    - to communicate with you in relation to the provision of the contracted products and services;
    - to provide you with administrative support such as account creation, security, and responding to issues and taking payments.
- Providing information you have asked for;
- Keeping a record of your relationship with us;
- Conducting analysis and market research so we can understand how we can improve our services, products or information;
- Seeking your views or comments on the services we provide;
- Notifying you of changes to our services;
- Processing job applications;
- Maintain the safety, security and integrity of our services.

Who do we share your personal data with?

We do not pass on or sell any personal information to third parties for the purposes of marketing or any other purpose except where there is a genuine business need. We will share information within our organization with our employees and from time to time third parties. We may pass your information to our third party service providers, suppliers, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to complete a job or to have materials delivered directly to your site).

We take all reasonable steps to ensure that our staff protect your personal data and are aware of their information security obligations. We limit access to your personal data to those who have a genuine business need to know it. Please note that by sending your personal information to us you are consenting to the processing and transfer of such information in this way.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

Specific Consent: Where you have provided us your personal data e.g. address and telephone number so that we may contact you.

Performance of a contract: Where we are entering into a contract with you or performing our obligations under it like when you use AW Control Systems Ltd to purchase goods or services.

Legal obligation: Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where HMRC require us to hold records for a certain length of time.

Legitimate interests: Where it is reasonably necessary to achieve our or others' legitimate interests. Our legitimate interest at AW Control Systems Ltd is that of running a business and providing products and services to our clients.

How long we will keep your personal data

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations (e.g. health/safety and tax/accounting purposes).

We review our retention periods on a regular basis and the information collected will be used fairly.

Your Rights

Under UK law you have certain rights about the personal information we hold about you. We believe the rights that apply are as follows:

Right to Rectification - To ask us to fix information about you that is wrong or incomplete.
Right To Erasure - To ask us to delete information about you.
Right to Object - To tell us you no longer agree to us using information about you and ask us to stop.
Subject Access Request - To request from us a copy of the information we have about you.

If you wish to exercise any of the rights above please do not hesitate to contact us by email: info@awcontrolsystems.com or by writing to us at 92 Moy Road, Armagh, Co Armagh BT61 8DR. Alternatively, by telephoning 02837 524508

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it.
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.

Changes to this policy and review

We will regularly review this policy. Any changes we may make to it in the future will be posted on our website so please check it occasionally to ensure that you're happy with any changes.