

Privacy Notice

We are committed to protecting the privacy and security of our clients' personal information.

This Privacy Policy outlines how we collect, use, disclose, and protect the information provided by our customers.

1. **Information we collect:** We may collect various types of personal information from our customers, including but not limited to *Name, contact information (email address), postal address and phone number, billing address and payment details.*
2. **Cookies:** Our website may use cookies and similar tracking technologies to enhance user experience and gather certain non- personal information automatically. You have the option to disable cookies through your browser settings; however, this may affect some features of our website.
3. **How do we use this information:** We use the collected information for the following purpose.
 - a. to provide requested services
 - b. to communicate with clients and customers regarding their inquiries, job applications and projects
 - c. to improve products and services based on feedback.

Please note, we will never share your personal information with third parties without your consent.

4. **Data Security Measures:** We take appropriate measures to ensure that all customer data is protected against unauthorised access, alteration, disclosure or destruction. These measures include but not limited to secure storage of data on encrypted servers (Microsoft) and regular monitoring and updating of security protocols. However, please note that no method of transmission over the internet or electronic storage is 100% secure; therefore we cannot guarantee absolute security.
5. **Who Can Access your Data:** We will never sell your personal data but sometimes it is necessary to share your information. Personal data is only ever shared where we have a lawful basis to do so. At Oxford Measured only those authorised to process your personal data can access it. We make sure that our staff see only the personal data that is necessary to perform their tasks.

We may employ third party companies and individuals to facilitate our services (subs), to provide services on our behalf, or improve our services. These third parties have access to your personal data only to perform these tasks and are obligated not to disclose or use it for any other purpose. At all times, we remain the controller of your personal data whereas third parties are merely processors.

Disclosure for law enforcement: Under certain circumstances, we may be required to disclose your personal data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

6. **Data Transfers:** The majority of the personal data we process is stored and backed-up on servers within the UK. Some personal data we process is stored on the cloud through Microsoft, with their backup servers based in the UK or Ireland. In very limited

circumstance, we may need to transfer your data to countries or jurisdictions outside the European Economic Area (EEA). In each case, we ensure that our suppliers provide adequate protection for the rights of data individuals in connection to the transfer of their personal data. Currently, we expect all suppliers to use a standard contractual clause approved by the European Union

7. **Data Retention:** Your personal data will be retained for no longer than is necessary for the purpose for which it was obtained, or for as long as we are obliged to according to relevant regulatory, tax, accounting, legal or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you. We will then dispose of your information by removing all files and back-ups from all computers, shared drives and hard drives. (Need to draw up a retention policy. Microsoft as a template