

# Privacy Policy



Interperformant Systems Ltd is committed to preserving the privacy of all visitors to our website at [www.interperformant.com](http://www.interperformant.com).

This Privacy Policy document states how we use and protect any information that is provided to Interperformant Systems Ltd by you.

By completing any website contact form present on [www.interperformant.com](http://www.interperformant.com), you consent to the collection, use and transfer of your information under the terms of this policy.

## Information that we collect

When you visit or complete any contact form present on [www.interperformant.com](http://www.interperformant.com) you may be asked to provide certain information about yourself including your name and contact details.

We may collect information about your usage of our website, as well as information about you from any messages posted to the [www.interperformant.com](http://www.interperformant.com) website as well as any e-mails or letters you send Interperformant Systems Ltd

We may record and monitor incoming calls to maintain customer service standards and to assist staff training incoming calls.

## Usage of any information received

Your information that you provide will enable us to provide access to all parts of our website and to supply any goods or services you have requested.

It will also enable us to contact you as well as bill you concerning any orders of goods or services from Interperformant Systems Ltd.

We will also use and analyse the information we collect so that we can administer, support, improve and develop our business.

Interperformant Systems Ltd may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services.

Where you have consented, we may also use your information to contact you about other products and services which we offer which may be of interest to you.

Please inform Interperformant Systems Ltd if you wish to change your contact preferences or details.

## Disclosure of your information

We do not share information with third parties, other than to those who may provide services relating to the products that you may purchase from us or to UK government agencies when required to do so by law.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information that you provide to us without your consent.

If our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with this policy.

## Cookies

Cookies are small text files containing a string of characters that can be placed on your computer or mobile device that uniquely identify your browser or device

Interperformant Systems Ltd's cookie policy is available from

[www.interperformant.com/notices/cookie-policy.pdf](http://www.interperformant.com/notices/cookie-policy.pdf)

## Security and Data retention of your Information

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

## Accessing and Updating of your Information

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date.

If you wish to do this, please contact us at [admin@interperformant.com](mailto:admin@interperformant.com). We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## Changes to our Privacy Policy

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

## Queries

If you have any questions, queries or potential concerns which are not answered by this Privacy Policy, please contact us using the Contact Details below

## Complaints

If you have a complaint regarding the use of your personal data then please contact us using the details provided below in the Contact Details section

If your complaint is not resolved to your satisfaction, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them by calling 0303 123 1113 or online at <https://ico.org.uk/make-a-complaint>

## Contact Details

Please contact Interperformant Systems Ltd at [admin@interperformant.com](mailto:admin@interperformant.com) for any comments, queries and requests relating to the usage of your information or contact us at

**Interperformant Systems Ltd**

**17 Glasshouse Studios**

**Fryern Court Road**

**Burgate**

**Fordingbridge**

**SP6 1QX**