



CSS GROUP Privacy Policy covering:

Casting Support Systems Ltd

Investment Casting Systems Ltd

Technical Composites Ltd

Our contact details

Name: The Directors

Address: CSS Group, Kemmings Close, Long Road, Paignton, Devon, TQ4 7TW

Phone Number: 01803520495

E-mail: info@castingsupportsystems.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers and contact details that you enter (name, phone number and email address)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you in order to make contact for business purposes.

We use the information that you have given us to get back in contact with you.

We may share this information with employees within the CSS Group of companies, but never outside without checking with you first.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@castingsupportsystems.co.uk

(b) We have a contractual obligation.



(c) We have a legal obligation.

(d) We have a vital interest.

(e) We have a legitimate interest.

How we store your personal information

Your information is securely and electronically stored on our cloud servers.

We keep email contacts for 5 years. We will then dispose your information by deleting from our servers.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using Our contact details above if you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using our Contact details above

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>