

UK Policy Documentation – Human Resources

# Privacy Policy

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## Privacy Policy

### Introduction

MISTRAS Group Limited (MISTRAS) want to protect the privacy of both our website visitors and our clients. This privacy policy will help you understand how we collect, use, and process your personal data. Whenever you give us personal data, you are consenting to its collection and use in accordance with this privacy policy, including our use of cookies as explained below.

This privacy policy also relates to our use of any personal information you provide to us by phone, SMS, email, in letters, other correspondence and in person. We may update or change our privacy policy at any time without giving you notice, so you may want to check it each time you submit personal information to MISTRAS.

The date of the most recent revisions will appear on this policy. If you do not agree to these changes, please do not continue to use the MISTRAS websites or to submit personal information to our organisation.

### Why do we have a privacy policy?

Your privacy is important to us, and we are committed to protecting and safeguarding the data privacy rights of visitors to our website, our offices and anyone who communicates with us in any way in accordance with applicable law and this Privacy Policy.

Under the Data Protection Acts 2018 and the General Data Protection Regulation (Regulation (EU) 2016/679), we must comply with certain regulations which are designed to ensure that any data you provide to us is processed with due care and attention. This Privacy Policy details the information we collect and how we use and process that information and to whom it may be disclosed.

### What classes as personal information?

Personal information is information that can be used to identify you or information that relates to you.

### What personal data do we collect?

As an organisation we may collect and process both personal and other information. The below sets out the types of information we capture and why:

#### Personal information

We log your Internet Protocol (IP) address to receive and send information from and to you over the Internet.

When you register with us, access our website, sign up to any of our services, activities, events, or online content, such as make an enquiry, register for an event with us, telephone, email or write to us, you may be asked to provide some personal data such as your name, job title, postal address, telephone number, company, and email address.

We automatically collect data about visitors to our website (for example on browsing patterns, demographic data, location, browser, and devices used, pages visited, time spent on pages visited, referral source) by using cookies, explained below. This data is used only in an anonymous form; no individual is identified.

### Cookies

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone web browser from a website's computer and is stored on your device's hard drive. A cookie cannot read data on your hard disk or read cookie files created by other sites. Cookies do not damage your system.

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Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website to track online traffic flows. If you continue without changing your settings, we'll assume that you are happy to receive all cookies on our website. You can set your browser to refuse any cookie or to alert you to when a cookie is being sent. If you choose not to accept our cookies, some of the features of our site may not function as intended.

We only use cookies for the purposes of website administration and to give us information about the number of visitors to different parts of our website.

### **How do we use your personal data?**

We use your personal data to supply our services to you or your organisation or to inform you about other offerings that may interest you and to deal with your requests and enquiries. We may contact you for "service administration purposes", which means that MISTRAS may contact you for reasons related to the service, activity, or online content you have signed up for, (e.g., to notify you that a particular service or event has been cancelled or postponed).

We use IP addresses and device identifiers to identify the location of users, to block disruptive use, to establish the number of visits from different countries and to determine from where you are accessing our services.

We may also use your personal data for analysis and research purposes so that we may improve the services offered by MISTRAS, for example, about our website visitors' and clients' demographics, interests, and behaviour. We do this to improve our understanding of our visitors, clients, and potential clients. This research is compiled and analysed on an aggregated and anonymous basis.

Whenever and wherever we collect, process, or use personal data, we take steps to ensure that it is treated securely and in accordance with our privacy policy. We will hold your personal information on our systems for as long as is necessary for the relevant activity, for as long as is legally required, or for as long as is set out in any relevant contract you hold with MISTRAS.

### **To whom might we disclose your personal data?**

Generally, we will use your information within MISTRAS and will only share it outside of MISTRAS where you have requested it or given your consent, for example if you choose to share our content via social media.

We may share the information we collect with other MISTRAS offices to enable us to provide services to you or your organisation.

We will not disclose your personal information unless we are obliged to do so or allowed to do so, by law, or where we need to do so to run our business (for instance where we outsource services to help fulfil your request(s) or to process any payment.) We do not share your information with third parties for their direct marketing purpose.

### **Will your data be used for marketing purposes?**

MISTRAS may, from time to time, send you emails, direct mail or otherwise contact you for marketing purposes, or to promote new services, events, or activities where we believe there is a legitimate interest to you or where you have agreed to this. Where you have agreed to receive these communications, we may personalise the message content based upon information you have provided to us.

You may at any time request us to stop using your personal data for direct marketing purposes or unsubscribe from email communications. If you wish to do this, please contact us on [info@mistrasgroup.com](mailto:info@mistrasgroup.com)

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### Access to your personal information

MISTRAS recognises that individuals have a right to access the personal information we collect and process, namely:

- access and obtain a copy of your data on request.
- require the organisation to change incorrect or incomplete data.
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether your interests override the organisation's legitimate grounds for processing data.

Any data access requests should be directed to our Data Protection Officer by email to [info@mistrasgroup.com](mailto:info@mistrasgroup.com). We will respond to any requests to remove data within a reasonable timeframe.

### Links

Our website ([www.mistrasgroup.co.uk](http://www.mistrasgroup.co.uk)) may contain hyperlinks to websites owned and operated by third parties. These third-party websites have their own privacy policies and are also likely to use cookies. They will govern the use of personal information you submit, which may also be collected by cookies whilst visiting these websites.

We do not accept any responsibility or liability for the privacy practices of such third-party websites and your use of such websites is at your own risk. This Privacy Policy applies only to personal data collected via websites operated by MISTRAS and to how MISTRAS processes personal data.

### Security

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, damage to, or theft of personal data.

No data transmission over the Internet or any other network can be guaranteed as 100% secure, but we take all the appropriate steps to try to protect the security of your personal data. We would like to keep your personal data accurate and up to date. If you become aware of any errors or inaccuracies, please let us know.

If you have any questions relating to this policy, please contact the HR Team.

#### Legislation Affecting this policy

Data Protection Act (2018)

| Revision Date | Summary of Changes                             |
|---------------|------------------------------------------------|
| 06/2018       | No Changes, re-issue with review date          |
| 05/2021       | Review of complete policy and update of brand. |

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|                | Name                                                                              | Job Title                        | Review Date                  |
|----------------|-----------------------------------------------------------------------------------|----------------------------------|------------------------------|
| Compiled by    | Bianca Parker-Beckett                                                             | HR Manager                       | 5 <sup>th</sup> August 2021  |
| Reviewed by    | Malcolm Hunter                                                                    | Contracts and Commercial Manager | 6 <sup>th</sup> August 2021  |
| Authorised by: | Jonathan Burns                                                                    | Managing Director                | 31 <sup>st</sup> August 2021 |
| Signature:     |  |                                  |                              |

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