

## Privacy Notice – Contacts

### 1 Introduction

The lawful and proper treatment of personal information by Aurora Health Physics Services Ltd (Aurora) is extremely important to the success of our business and in order to maintain the confidence of our service users and employees.

This Privacy Notice has been prepared to facilitate compliance with the requirements of the General Data Protection Regulation (GDPR).

This Privacy Notice relates to the personal information that is collected and held in relation to communications with companies and individuals to whom we have no formal relationship but where individuals have given Aurora their personal details for the purposes of business to business communications. A separate Privacy Notice applies where we have a formal contract with a company or individual (our Clients) or where we have sent a proposal to provide services (our Prospects).

Prior to any personal data being collected, Aurora will positively confirm that the individual providing the data is aware of and has agreed to the terms indicated in the relevant Privacy Notice.

### 2 Company information

Aurora is an independent UK company providing a comprehensive range of ionising and non-ionising radiation protection services including facility design, consultancy, facility decommissioning and demolition, bespoke and scheduled training, health physics monitoring support and land remediation.

Aurora is registered with the Information Commissioner's Office (ICO), our Registration Number is A8317057.

### 3 Why we collect the information

Aurora needs to collect personal information to allow us to contact you to provide information you have requested, information regarding mutual business opportunities or information regarding services or events which (based on the information you have provided) we consider may be of interest to you.

## **4 What personal information we collect**

For all companies and individuals where we have no formal business relationship, we will collect the following information:

- Full name of one or more contacts
- Business address
- Business email and telephone contact details

We will only collect, process or hold any personal information where this is necessary to provide any information you have asked us for.

## **5 Who information will be shared with**

We will only share your information with others where you have given us permission to do so. For example, if you have asked us for support regarding something that is not our core business, we may refer to you an alternative supplier.

We will always ask you before providing information to another party for the first time, unless we are required by law to share the information, e.g. under The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017.

We will not share any information that is subject to a non-disclosure agreement without obtaining written permission from you.

## **6 How the information will be used**

Your information will be used to provide you with information regarding services and events that Aurora provides. For example, we may send you information regarding scheduled training courses or the annual Expert Events that we hold.

Some information may be used to assess performance against Company policies and targets, e.g. relating to sales targets. Where information is used for this purpose, the data will be anonymised.

## **7 Transfer of information overseas**

Personal information will not be transferred overseas unless you ask us to do so.

## **8 How long we keep the information**

In our experience, persons work with ionising radiation will require a variety of services and support over the lifetime of that work, For example, design and testing is required during facility commissioning, practical radiation protection support is required during operation and specialist decontamination and decommissioning support may be required at the end of the facility's life. We

will keep your information for a period of ten years, to allow us to provide relevant information to you over that period, unless you ask us to delete it.

## **9 Individuals rights with regard to the information we hold**

The GDPR includes the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing of the data
- The right to data portability
- The right to object
- The right not to be subject to automated decision-making including profiling

Aurora has a number of procedures which ensure that individuals rights are upheld and any requests are actioned in a timely manner.

## **10 How individuals can access the information we hold**

If you would like to know what personal information we hold for you, please contact Aurora's HR Director (see section 12). We will endeavour to action your request within 5 working days.

## **11 Withdrawing consent to hold personal information**

If you would like us to delete any of the personal information we hold for you, please contact Aurora's HR Director (see section 12). We will endeavour to action your request within 5 working days.

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time. Please note, withdrawing consent will not affect the lawfulness of the processing before your consent was withdrawn. If you would to withdraw consent with regard to the personal information we hold for you, please contact Aurora's HR Director (see section 12). We will endeavour to action your request within 5 working days.

## **12 Who to contact with any data protection queries**

If you have any queries with regard to this Privacy Notice or would like any further information regarding the personal data we hold (or would like to hold) for you, please contact Aurora's HR Director:

Name: Jill Reay      email: [jill.reay@aurorahp.co.uk](mailto:jill.reay@aurorahp.co.uk)      mobile: 07970 478813

If you believe that we have not complied with the requirements of the GDPR with regard to your personal data, please contact the Information Commissioners' Office directly using the details on their website <https://ico.org.uk/concerns/>