

## Privacy statement

This privacy policy tells you how we use personal information collected in the provision of our Expert services – SQL Expert, BI Expert and PharmaExpert.

Please read this privacy policy before using the service or submitting any personal information. By using the service, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy regularly to make sure that you understand how any personal information you provide will be used.

### Collection of Information

We collect some or all of the following personally identifiable information in order to enable us to provide services to you:

- your name
- your work email address
- your business phone, email and fax numbers as provided by you
- your job title and organisation name

### How we use your data

The information you provide is used to enable us to contact you in relation to the service that we are providing, to keep you up to date with progress, and generally to keep in contact for the duration of our working relationship.

CSL may from time to time like to contact you to inform you of other relevant services we offer that may be of interest.

### Legal basis for processing your data

The data you provided are used to provide you with the Expert service to which you or your company subscribe, with the fulfilment of contract as legal basis for processing.

Updates on the service or other related services are provided under CSL's legitimate interest.

### Data retention

We will store your data for the period of our contractual relationship, and will remove your personal data from our systems within 12 months thereafter.

### Your rights

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

You can ask us to restrict the use of your personal information if:

- It is not accurate.

- It has been used unlawfully but you don't want us to delete it.
- It not relevant any more, but you want us to keep it for use in legal claims.
- You have already asked us to stop using your data but you are waiting for us to tell you if we are allowed to keep on using it.

If you want to object to how we use your data, or ask us to delete it or restrict how we use it, please contact us using the Privacy Contact Information below.

If you no longer wish to receive information such as newsletters from us, you can unsubscribe by emailing "unsubscribe" to [info@csl-uk.com](mailto:info@csl-uk.com) from the relevant email address.

### How to complain

Please let us know if you are unhappy with how we have used your personal information. You can contact us using the Privacy Contact Information below.

You also have the right to complain to the Information Commissioner's Office. Find out on their website how to report a concern, <https://ico.org.uk/>.

### Categories of data processed

We only require identifying data.

### Location of processing

All data is stored in the UK. Most data will be processed within the UK however, Compufile Systems Limited employ the services of a contractor based in South Africa. Compufile Systems Limited have a contract with the contractor which ensures compliance with the UK Data Protection Act 2018 regulations, standard contractual clauses to cover the flow of personal data, and confidentiality in line with our contract with yourself. They will be subject to the same security policy as the rest of our staff. Our Contractor will only work on your projects if permitted under the terms of our contract with you.

### Distribution of Information

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorised transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

### Commitment to Data Security

Your personally identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information.

We take data security very seriously, and are ISO27001 certified.

### Privacy Contact Information

If you have any questions, concerns, or comments about our privacy policy you may contact us (the data controller) using the information below:

By email: [info@csl-uk.com](mailto:info@csl-uk.com)

By Phone: ++44 (0) 1483 528 300

By Mail: Data Protection Officer, CSL, The Sussex Barn, Peper Harow Park, Godalming, Surrey, GU8 6BQ

We reserve the right to make changes to this policy. Any changes to this policy will be posted.

**Last updated 30<sup>th</sup> June 2022**