

PRIVACY POLICY

This Privacy Policy will be effective as of May 25, 2018 for all new users and users in EU and EEA member countries. For all other users, this Privacy Policy will be effective on June 23, 2018.

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ABOUT US

OSCO and our subsidiaries (“we,” or “us”) are a leading provider of Specialist Electronic Materials for use by businesses when designing and developing innovative products for market. Our Product Portfolio includes Custom Cable and Litz Wire, Medical Tubing, Thermal Interface Materials and Heat Sinks, and EMI/RFI Shielding Solutions for both Enclosure Shielding and Board Level Shielding. We care about protecting the personal information of our Customers and Visitors who use our websites, products or services (collectively, our “Users”). This privacy policy provides details about how your personal information is collected, shared and used by us. To learn more about OSCO and our Manufacturing Partners visit: www.osco.uk.com. If you have any questions about this privacy policy or the practices described herein, you may contact privacy@osco.uk.com or Avant Business Centre, Third Avenue, Bletchley, Milton Keynes, MK1 1DR, UK. For the purposes of the European Union’s General Data Protection Regulation 2016/679, or GDPR, OSCO Ltd is the data controller for the product and services for which you have enquired or purchased.

INFORMATION COVERED BY THIS PRIVACY POLICY

This privacy policy covers personal information, including any information we collect, use and share from you, as described further below. This privacy policy applies to all OSCO websites, and our products and services (collectively, the “Services”). This privacy policy does not cover how our Users may use or share data that they collect using our Services.

INFORMATION WE COLLECT FROM YOU

In the course of your use of the Services, we obtain the following information about you as described below. We collect this data for the purposes described under “How We Use Your Information”.

SIGNING UP FOR SERVICES; USER INFORMATION

- Information you provide prior to any registration process, such as your email when you provide it to us;
- Information that you provide during any registration process, including in connection with a online submittal (such as your name, company name, email address and phone number), when you call or email us (for support or otherwise) or when you use our products or services; and
- Payment information that you provide to us (in respect of our Services or otherwise) when you purchase some of our products and services, including credit card data.

USE OF SERVICES, WEBSITE VISITS AND SUPPORT

- Data relating to your online activity on our websites with respect to our Services, including the following:
 - IP address
 - browser type and version
 - geographic location
 - pages you view
 - how you got to our Services and any links you click on to leave our Services
 - when you update your information, communicate with us, or order new Services
 - metadata about your use and your contacts' use of our Services and your emails you send (including clicks and opens)
 - your interactions with any videos we offer
 - issues you encounter requiring our support or assistance
 - any device or other method of communication you use to interact with the Services

We store this data we collect in a variety of places within our infrastructure, including system log files, back end databases and analytics systems.

SOCIAL MEDIA

- Information from third party social networking sites. The information you allow us to access varies by social networking site and depends on the level of privacy settings you have in place at the social networking site. You can control and find out more about these privacy settings at the applicable social networking site.

OTHER SOURCES

- Information you provide to us at tradeshow and exhibitions;
- Information you provide to our Manufacturing Partners;
- Information you provide to us in surveys;
- Information that is publicly available; and
- Information you consent to us receiving from third parties.

HOW WE USE YOUR INFORMATION

We have a legitimate interest in running a successful and efficient business and in providing you with Services and useful content, and we use the information we collect, both on its own and combined with any other information we collect about you, for the following purposes:

- To provide the requested Services to you;
- To provide you with useful content;
- To ensure the proper functioning of our Services;
- To offer and improve our Services;

- To provide you with requested information or technical support;
- To facilitate your movement through our websites or your use of our Services;
- To do a better job of advertising and marketing our Services (our use of your information to do this is performed with your consent where required by applicable law);
- To advertise and market third party products and services from our Manufacturing Partners (such advertisement is only performed with your permission where your consent is required by applicable law);
- To diagnose problems with our Services;
- In connection with our security and compliance programs;
- To administer our websites;
- To communicate with you;
- To target prospective customers with our products or services (such targeting is only performed with your permission where your consent is required by applicable law);
- To assist us in offering you a personalised experience or otherwise tailor our Services to you; and
- As otherwise described in this privacy policy.

We also use the information we receive to produce reports on trends and statistics, such as mobile search trends, email open rates by industry, campaign best practices or the number of users that have been exposed to, or clicked on, our websites or evaluated or purchased our products and services.

Payment information that you provide to us, including credit card data, will only be used to facilitate payment for our products and services.

SHARING OF INFORMATION

As further described below, we will only share certain personal information with:

- Our Manufacturing Partners
- For Legal Reasons

SHARING WITH PARTNERS

When we share personal information with certain third-party partners, that information includes your name, email address and other information enabling partners to:

- assist you in using our products and services,
- contact you with other services or products that may be of interest to you, and
- provide you with their products or services.

Further, our partners are prohibited from using your contact information for any purpose beyond those set forth above without your consent.

LEGAL PROCESS

If legally required to do so, or if we have a good faith belief that such disclosure is reasonably necessary, we may disclose your personal information to courts of law, law enforcement authorities and other relevant third parties. To the extent we are legally permitted to do so, it is our policy to notify you in the event that we are required to provide your personal information to third parties.

SECURITY

The transmission of information via the internet or email is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information transmitted through the Services or over email; any transmission is at your own risk. Once we have received your information, we will take appropriate technical and organisational measures to safeguard your personal information against loss, theft and unauthorised use, access or modification.

TRACKING TECHNOLOGIES AND ONLINE ADVERTISING

We use cookies, and other similar technologies in the course of our business. Information about the technologies we use, why we use them (for example, in connection with online advertising), and how you can control them can be found in our Cookie Policy.

CHOICE/OPT-OUT

MARKETING COMMUNICATIONS FROM US

EMAIL

You always have the opportunity to opt out of our marketing communications with you or change your preferences by following a link in the footer of all email messages from us or by emailing us at privacy@osco.uk.com.

PHONE

We may contact you by telephone, with your consent where applicable, for marketing purposes. If you do not want to receive marketing calls, please contact email us at privacy@osco.uk.com.

COOKIES

For information about how to manage and opt out from cookies, please visit our Cookie Policy.

INFORMATION FROM THIRD PARTIES

To manage the information we receive about you from a social networking site or other third parties (if applicable), you will need to follow the instructions from that party for updating your information and changing your privacy settings, where available. The information we collect is covered by this privacy policy and the information the third-party collects is subject to such third party's privacy practices.

RETENTION OF PERSONAL INFORMATION

We retain your personal information to provide services to you and as otherwise necessary to comply with our legal obligations and resolve disputes. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available from us by request. Please be aware that, by law, we have to keep basic information about our customers for six years after they cease being customers.

YOUR RIGHTS

Where the European Union's GDPR, applies, in certain circumstances and subject to data processing agreements, you have rights in relation to the personal information we hold about you. We set out below an outline of those rights and how to exercise those rights. Please note that we will require you to verify your identity before responding to any requests to exercise your rights by providing details only known to the account holder. Please note that for each of the rights below we may have valid legal reasons to refuse your request, in such instances we will let you know if that is the case.

You will not have to pay a fee to access your personal data (or to exercise your other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

ACCESS

You have the right to know whether we process personal information about you, and if we do, to access data we hold about you and certain information about how we use it and who we share it with.

PORTABILITY

You have the right to receive a subset of the personal information you provide us if we process it on the legal bases of our contract with you or with your consent in a structured, commonly used and machine-readable format and a right to request that we transfer such personal information to another party.

CORRECTION

You have the right to require us to correct any personal information held about you that is inaccurate and have incomplete data completed. Where you request correction, please explain in detail why you believe the personal information we hold about you to be inaccurate or incomplete so that we can assess whether a correction is required. Please note that while we assess whether the personal information we hold about you is inaccurate or incomplete, you may exercise your right to restrict our processing of the applicable data as described below.

ERASURE

You may request that we erase the personal information we hold about you in the following circumstances:

- where you believe it is no longer necessary for us to hold the personal information;
- we are processing it on the basis of your consent and you wish to withdraw your consent;
- we are processing your data on the basis of our legitimate interest and you object to such processing; and

- you no longer wish us to use your data to send you marketing.

Please provide as much detail as possible on your reasons for the request to assist us in determining whether you have a valid basis for erasure.

RESTRICTION OF PROCESSING TO STORAGE ONLY

You have a right to require us to stop processing the personal information we hold about you other than for storage purposes in the following circumstances:

- You believe the personal information is not accurate.
- You have objected to us processing personal information we hold about you on the basis of our legitimate interest and you wish us to stop processing the personal information.

OBJECTION

You have the right to object to our processing of data about you and we will consider your request. Please provide us with detail as to your reasoning so that we can assess whether there is a compelling overriding interest in us continuing to process such data or we need to process it in relation to legal claims.

You also have the right, at any time, to object to our processing of data about you in order to send you marketing, including where we build profiles for such purposes and we will stop processing the data for that purpose.

WITHDRAWAL OF CONSENT

Where you have provided your consent to us processing your personal data, you can withdraw your consent at any time by reviewing our Privacy Policy Information.

THIRD PARTY LINKS AND INFORMATION COLLECTION

Some of our Products detailed on our website provide links to other websites. Because we do not control the information policies or practices of these third-party sites, you should review their privacy policies to learn about how they collect and use personal information.

CHILDREN

Our Services are not directed to persons under 18. We do not knowingly collect personal information from children under 18. If a parent or guardian becomes aware that his or her child has provided us with personal information without such parent or guardian's consent, he or she should contact us. If we become aware that a child under 18 has provided us with personal information, we will delete such information from our files.

DATA TRANSFER

In order for us to provide the Services to you, your personal information will be transferred to, and stored at/processed in the United Kingdom. We will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this policy.

COMPLAINTS

In the event that you wish to make a complaint about how we process your personal information, please contact our Data Compliance Manager at privacy@osco.uk.com and we will try to deal with your request. This is without prejudice to your right to raise a complaint by contacting:



Data Compliance Manager

OSCO Limited, Avant Business Centre, Third Avenue, Bletchley, Milton Keynes, MK1 1DR, UK

Telephone: (+44) – (0)1908 376688

Fax: (+44) – (0)1908 379916

You have the right to make a complaint at any time to the Information Commissioner’s Office (“ICO”), the UK’s supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO and so please contact us in the first instance.

NOTIFICATION OF CHANGES

We reserve the right to modify this privacy policy at any time, so please review it frequently. If we decide to change this privacy policy in any material way, we will notify you here, by email, or by means of a notice on www.osco.uk.com prior to the change becoming effective. In all cases, your continued use of any Services constitutes acceptance to any such changes.

Last modified 23rd May 2018