

1. Introduction and general terms

This website is operated by Thames Cryogenics, a company registered in England and Wales under company number **04712793** and with our registered office at Gooch Drive, Southmead Industrial Park, Didcot, OX11 7PR ("Thames Cryogenics", "we", "us" or "our" in this policy). Where we decide the purpose and means for which personal data you supply through this website is processed, we are the "data controller."

If you have any questions or comments about this privacy policy please contact our data protection manager:

Data Protection Manager
Thames Cryogenics
Gooch Drive,
Southmead Industrial Park,
Didcot
OX11 7PR
Email: Datamanager@thamescryogenics.com

Thames Cryogenics is committed to safeguarding your personal information when you visit our website. This privacy policy relates to our use of any personal information you provide to us through this website and any other electronic communications networks such as emails or web chats.

This privacy policy explains the following:

- what information we may collect about you
- how we will use information we collect about you
- when we may use your details to contact you
- whether we will disclose your details to anyone else
- your choices and rights regarding the personal information you have provided to us

Thames Cryogenics is registered with the UK's Information Commissioner as a Data Controller for the purposes of the General Data Protection Regulation 2018 (GDPR). Whenever you provide personal information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, (these laws are referred to collectively in this privacy policy as the "data protection laws").

This website contains hyperlinks to websites owned and operated by third parties such as Social Media providers. These third party websites have their own privacy policies, including cookies, and we urge you to review them. They will govern the use of personal information you submit or which are 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 them is at your own risk.

2. What information will Thames Cryogenics collect about me?

We collect and process the following information which may include your personal data.

Information about your use of our services

When you contact us regarding one of our services, the forms you complete may include information about you. This can include your name as the contact point for an organisation, your email address, telephone number and the organisation's address.

- We process this information to provide services you request under an agreement between us, or to take steps you request prior to entering such an agreement.
- If you don't provide all relevant information, we may not be able to provide you with the services you request.

- We may keep your details as a point of contact for the company indefinitely unless you request us to delete this data.

Your enquiries

When you email us for further information on topics such the personal information we hold, you will be providing us with your email address and any other information you include in the message.

- We only process this in order to pursue our legitimate interests in supplying you with information about the request you have submitted.
- We delete this information **6 years** after we have completed the response to your request.

All content you submit to us

If you send offensive, inappropriate or objectionable content to ThamesCryogenics.com, or otherwise engage in any disruptive behaviour on ThamesCryogenics.com, We may process your personal data for the purpose of stopping such behaviour.

- We only process personal data in this way for the legitimate interests of ensuring that use of our website is lawful, does not disrupt the operation of our website, does not harass our staff or other individuals, and to enforce our legal rights and to comply with our legal obligations.
- Where Thames Cryogenics reasonably believes that you are or may be in breach of any of the laws of England or Wales (for instance, because content you have sent may be defamatory), Thames Cryogenics may use your personal information to inform relevant third parties such as your email/internet provider or law enforcement agencies about the content.

Thames Cryogenics will not (and will not allow its website provider to) use the information and/or any statistical analytics tool to track or to collect any personally identifiable information about visitors to our site. We will not associate any data gathered from this site with any personally identifying information from any source.

Where Thames Cryogenics proposes using your personal information for any other uses we will ensure that we notify you first. You will also be given the opportunity to withhold or withdraw your consent for uses other than those listed above.

3. Your rights in relation to personal data which we process relating to you

You have the following rights over the way we process personal data relating to you. We aim to comply without undue delay, and within 30 days at the latest.

(i) to ask for a copy of data we are processing about you and have inaccuracies corrected

- GDPR gives you the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected.
- If you would like a copy or think there might be an error you would like corrected, please complete the [Subject Access Request form](#) and post it to us (or, where available, send it to us electronically), and two pieces of approved identification (detailed on the form).
- We will use reasonable efforts to the extent required by law to supply, correct or delete personal information held about you on our files (and with any third parties it has been disclosed to).
- Please address questions about this privacy policy to datamanager@thamescryogenics.com.

(ii) to object to us processing data about you

You can ask us to restrict, stop processing, or to delete your personal data if:

- you consented to Thames Cryogenics processing the personal data, and have withdrawn that consent;
- Thames Cryogenics no longer needs to process that personal data for the reason it was collected;

- if Thames Cryogenics is processing that personal data because it is in the public interest or in order to pursue a legitimate interest of Thames Cryogenics, you don't agree with that processing, and there is no overriding legitimate interest for us to continue processing it;
- if the personal data was unlawfully processed;
- if you need the personal data to be deleted in order to comply with a legal obligations;
- in which case, you can let us know by email to datamanager@thamescryogenics.com.

(iii) to make a complaint to the Information Commissioner's Office

- If you are unhappy with the way Thames Cryogenics is processing your personal data, please let us know.
- Or, if you do not agree with the way we have processed your data or responded to your concerns, an alternative is to submit a complaint to the Information Commissioner's Office, through their website or by post or live chat. [Find out more.](#)

3. Sharing of Personal Data

We keep your information confidential, but may disclose it to any of our employees, subcontractors, or clients insofar as it is reasonably necessary for the purposes of fulfilling your request for services.

In addition, we may disclose your information to the extent that we are required to do so by law (which may include to government bodies and law enforcement agencies); in connection with establishing security clearances; with any legal proceedings or prospective legal proceedings; and in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention).

Except as provided above, we will not provide your information to third parties.

4. Children under 16 years

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information through the Thames Cryogenics website. Users without this consent are not allowed to provide us with personal information.

5. Data Retention Period

We will hold your personal information on our systems for as long as is necessary for the relevant service, or as otherwise described in this privacy policy.

6. Security of my personal information

We will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

7. Changes to Thames Cryogenics' privacy policy

This privacy policy may be updated from time to time so you may wish to check it each time you submit personal information through the website. The date of the most recent revisions will appear on this page.

Last updated: May 2018