



# GENERAL PRIVACY NOTICE WEBSITE & CLIENTS



## Overview

This privacy notice outlines how TRAC International and Subsidiary Companies (TRAC/Radio Design) collects and processes information about visitors to our websites and our clients.

This notice applies to the following:

- TRAC International Ltd - <http://www.tracinternational.com/>
- TRAC Oil and Gas Ltd - <https://www.tracoilandgas.com/>
- TRAC Engineering Ltd - <http://www.tracengineering.com/>
- TRAC Training Ltd - <http://www.tractraining.com/>  
(NB TRAC Training Candidates should read specific [Training Privacy Notice](#) if attending one of our courses)
- Radio Design Ltd - <https://www.radiodesign.eu/>

## Website

### What information do we collect?

When someone visits, we use a third-party service (Google Analytics) to understand how people use our website. This is done so we can improve our website and ensure usability is as effective as possible. Information collected is anonymous and no individual identifiable.

If we do want to collect information that is personally identifiable, we will be clear about this. We will tell you why we collect the information, what we will do with it and how you can request for us to stop processing it in the future.

If you contact us, we may keep a record of that correspondence.

### Prospective employees

When applying for an advertised position, you will be directed to submit your CV to a specific email address. CVs will be held for a period of 12 months before being disposed of securely.

Where we advertise for field based operational roles on an ad hoc/ongoing basis, prospective employees will be invited to submit their CVs via the relevant company website and upload information on to our Personnel Database. The Personnel Database is a self-managed tool where prospective employees opt in and have the ability to remove their profile fully at any time.

Speculative submission of CVs should be sent in via the stated email address on the relevant website. Should speculative CVs be sent direct to staff not named as the contact for a specific role, consent will be considered freely given to process.

### Sharing information

We do not sell, trade or rent user's personal information to third parties.



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## Cookies

Our website uses cookies to store information on your computer which enables us to improve and monitor it.

A cookie is a small text file that is downloaded onto 'terminal equipment' (e.g. a computer or smartphone) when the user accesses a website. It allows the website to recognise that user's device and store some information about the user's preferences or past actions.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

A list of the cookies used on each of our sites is listed.

These third-party cookies are set by Google Analytics to allow us to see how many visitors we have on the site, number of visits per user and visit lengths along with browser, location and source. For more information please visit the [Google Analytics website](#).

You may delete and block cookies from our sites.

For more information about cookies and the EU cookie law, see the [ICO website](#).

## Links to other websites

Our websites may contain links to other related websites. Once you leave our site, we do not have control over these websites; they will have their own privacy policies and we do not accept any responsibility or liability for these. You should ensure that you look at the privacy information for that website.



## Clients

### What information do we collect?

TRAC/Radio Design may collect and process personal data about you when you interact with us and you purchase services and goods from us.

Information we collect and process includes, but is not limited to:

INFORMATION TYPES	EXAMPLES (N.B. - LIST NOT EXHAUSTIVE)
About You	Name, email address, job title, phone numbers and any other information that you provide.
Payment processing	Payment and delivery details (e.g. billing/delivery addresses, bank details held in secure systems such as Sage) where you make purchases from us.



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## How will we use information about you?

TRAC/Radio Design may process the personal data of our prospective and/or current customers for our legitimate interests in line with GDPR Article 6(1)(f). We may use this data to contact prospective and/or current customers with company and/or product updates which we deem to be of interest to the individual. Prospective and/or current customers may opt-out of communication with TRAC/Radio Design by following the designated link, found at the bottom of our electronic correspondence.

We may use third party software to effectively manage this data, subject to extensive diligence taken to ensure the GDPR compliance of this approved vendor. When this software is used, TRAC/Radio Design remain the data controller over any client data, and ensure this information is never sold, traded or rented to third parties. An element of the third-party software allows the option to track email conversations between TRAC/Radio Design and prospective and/or current customers. The decision on whether to enable this function is made on a case-by-case basis, and is reached by referring to our Legitimate Interests Assessment.

We will retain your data for only as long as the personal data is aligned with the legitimate interests used to obtain the data originally.

You will be able to opt-out of electronic direct marketing at any time by following the instructions in the relevant communication from TRAC/Radio Design.

## Sharing information/External Disclosures

We will only disclose information about you to third parties if we are legally obliged to do so or to comply with our legitimate business needs (e.g. with our appointed professional advisors such as our financial advisors and auditors and legal advisors).

Sometimes we will pass information about you to third parties, where the law allows it. For example, we use third party suppliers and service providers for a number of activities required to administer our business functions (e.g. Sage).

It is in our legitimate interest to use third party suppliers to maintain cost effective/efficient operations and to provide specialist advice/services. Where we use third party and service providers, we only disclose to them any personal information that is necessary for them to provide their service. We ensure relevant contracts are in place which require them to keep your information secure and not to use it other than in accordance with our specific instructions.

We do not sell, trade or rent user's personal information to third parties.

## CONTACT US

If you have any questions about the content of this notice, you can get in touch with our Data Protection Team via:

Email - [GDPRteam@trac.com](mailto:GDPRteam@trac.com)

Post - TRAC Group GDPR Team  
c/o TRAC International Ltd  
3 Thistle Road  
Dyce, Aberdeen  
AB21 0NN