

RAS Completions and Interiors Limited

Customer/Supplier Privacy Policy

This Privacy Notice explains in detail the types of personal data we may collect about our customers and suppliers. It also explains how we'll store and handle that data and keep it safe. We take the security of personal data seriously and will endeavour to comply with all the relevant legislations under the GDPR Act. The law on data protection sets out several different reasons for which a company may collect and process personal data including the following:

Consent

In specific situations, we can collect and process data with our customers and suppliers consent. When collecting customer and supplier personal data, we always make it clear to them both which data is necessary in connection with a particular situation.

Contractual Obligations

In certain circumstances, we need customer and supplier personal data to comply with our contractual obligations.

Legal Compliance

If the law requires us to, we may need to collect and process both our supplier and customer data.

Legitimate Interest

In certain situations, we require our suppliers and customers data to pursue our legitimate interests in a way which may reasonably be expected as part of running our business and which does not materially impact our suppliers and customers rights, freedom, or interests.

What We Use Your Personal Data For?

Personal data is stored for two reasons

- As part of our obligations under EASA Part 21, Part 145 and ISO 9001 to ensure documentation is provided to the relevant person, to ensure continued airworthiness is maintained.
- For future communication with our customers and suppliers businesses.

How We Protect Our Suppliers and Our Customers Personal Data

The company knows how much data security matters to all of our suppliers and customers. With this in mind, we will treat your data with care and take all appropriate steps to protect it. We secure access to all transactional areas of our website and other written documents. Access to the supplier and customer personal data is password protected and sensitive data such as highly sensitive information is secured in a locked and secure environment and only accessed by a dedicated/nominated trusted member of staff and is password protected and secured. We monitor our systems for possible vulnerabilities and where necessary identify ways to further strengthen security. When the company retains a third party service provider to perform a function of the nature described at the end of this notice, that entity will be required to use appropriate measures to protect the confidentiality and security of the personal information.

How Long Will We Keep Your Personal Data?

When we collect or process our suppliers or customers personal data, we will only keep it for as long as necessary for the purpose for which it was collected, this is normally two to five years beyond the point at which contact is last made. However, for information directly relating to EASA Part 21, Part 145 and ISO 9001 obligations this is for the life of the product. When we reach the end of that retention period, our suppliers and customers data will either be deleted completely or anonymised, such as by aggregation with other data so that it can be used in a non- identifiable way for statistical analysis and business planning.

Sharing Data

We do not share our suppliers and customers personal data with any other parties without directly applying for our suppliers and customers permission to do so.

What Are Your Rights Over Your Personal Data?

You have the rights to request

- Access to the personal data we hold about yourself, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop using your personal data, however this could impact the terms of engagement with the company.
- That we stop any consent-based processing of your personal data after you withdraw that consent.
- Review by a partner of any decision made based solely on automatic processing of your data such as where no human has yet reviewed the outcome and criteria for the decision.

RAS Completions and RAS Interiors has a legal obligation to ensure that any breach of confidentiality will be notified to those concerned as soon as the event is known and within 72 hours.

To protect the confidentiality of your information, we will ask you to verify their identity before processing any requests you make under the privacy notice. If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

What Are Our Suppliers and Customers Obligations?

The supplier and customer have the duty to keep personal information up to date and to inform us of any significant changes to personal information.

The supplier and customer further agree to follow the company's policies, standards, and procedures in handling any personal data to which the suppliers and customers have access in the course of the suppliers and customers relationship with the company. The suppliers and customers will not access or use any personal data for any purpose other than in connection with and to the extent necessary for their work with the company. The suppliers and customers understand that these obligations continue to exist after termination of your relationship with the company. Violations of these obligations may result in disciplinary actions.

If There Are Any Concerns About the Use of Your Data:

If the supplier or customer feels that their data has not been handled correctly, or they are unhappy with out response to any requests that have been made regarding the use of personal data, they have the right to lodge a complaint with the information commissioner’s office.

They can be contacted by calling: **0303 123 111 3**

Or go online to www.ico.org.uk/concerns (opens in a new window; please note we cannot be responsible for the content of external websites)

If the supplier or customer is based outside the UK, you have the right to lodge their complaint with the relevant data protection regulator in their country of residence.

Supplier Action

Please can you indicate your preference by deleting the relevant section and sign this policy below to indicate your agreement.

I agree with RAS Completions and RAS Interiors holding personal information relating to the business activities in place between us as specified above and I am happy for them to continue to hold this information

or

I do not agree with RAS Completions and RAS Interiors holding personal information relating to the contract in place between us as specified above and wish this information to be deleted as far as RAS Completions and RAS Interiors can legally do so.

Customer Action

Please can you indicate your preference by deleting the relevant section and sign this policy below to indicate your agreement.

I agree with RAS Completions and RAS Interiors holding personal information relating to the business activities in place between us as specified above and I am happy for them to continue to hold this information

or

I do not agree with RAS Completions and RAS Interiors holding personal information relating to the contract in place between us as specified above and wish this information to be deleted as far as RAS Completions and RAS Interiors can legally do so.

Please return to the following address as soon as possible, failure to return the signed document may invalidate any agreement.

hoadministration@rascompletions.co.uk

Signed: _____

Date: _____