c software

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POLICY

Privacy Policy

APPLIES TO	LAST REVIEWED	CONTACT	REGULATION
C Software Ltd	April 2026	security@csoftware.co.uk	DPA 2018 & UK GDPR

1 We respect your privacy

A. C Software Ltd respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors and other individuals who interact with us. This policy sets out how we collect and treat your personal information.

B. "Personal information" is information we hold which is identifiable as being about you.

2 Collection of personal information

A. C Software Ltd will, from time to time, receive and store personal information you provide to us through our website, provide to us directly, or give to us in other forms.

B. You may provide basic information such as your name, phone number, employer name, address and email address.

C. Additionally, we may collect personal information you provide while interacting with us, including but not limited to the following:

2C.1 If you apply for a job, we may collect your contact details, your employment history, details of your security clearances, your references, information about your qualifications and any other relevant information that may assist us in determining your suitability to work at C Software Ltd; and

2C.2 If you enter our premises or supply services to us, we may collect your contact details and information to confirm your identity.

D. We will collect sensitive information where this is reasonably necessary for our functions and activities, and you provide your consent. Sensitive information we collect may include, but is not limited to, security clearances, health information and in relation to individuals who apply for a job, criminal records and memberships of a professional association, trade association or trade union. We will also collect your sensitive information where such collection is required or permitted by law.

3 How we collect your personal information

A. C Software Ltd collects personal information from you in a variety of ways, including when you interact with us electronically, on the phone, in writing or in person, when you access our websites and when we provide our products and services to you. We may receive your personal information from third

parties including recruitment consultants, employment screening organisations and referees you nominate for your job application. If we do, we will protect it as set out in this Privacy Policy.

4 Use of your personal information

A. C Software Ltd may use your personal information:

4A.1 to provide you with information, updates and our products and services;

4A.2 to communicate with you e.g. to respond to a query you submit via email using the email address on our website;

4A.3 for employment related purposes e.g. to verify information in your job application;

4A.4 for security and verification purposes e.g. if you are an employee, contractor, supplier or other individual attending our premises;

4A.5 for our internal business purposes including administration purposes; and

4A.6 as required or permitted by law.

B. C Software Ltd may contact you by a variety of measures including, but not limited to telephone, email or mail.

5 Disclosure of your personal information

A. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers and subcontractors insofar as reasonably necessary for any of the purposes set out in Section 4 of this Policy.

B. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

C. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of C Software Ltd, our website and customers or third parties.

D. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

E. By using our websites or providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Privacy Policy regarding handling your personal information.

6 Security of your personal information

A. C Software Ltd is committed to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure. We will destroy or de-identify your personal

information if we no longer need it for the purposes for which it was collected, unless we are authorised or required by law to retain the information.

B. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

7 Access to and correction of your personal information

A. You may request details of personal information that we hold about you. We will not charge you for making the request for your personal information but may charge you for giving access to your personal information.

B. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us using the contact details at Section 8 of this Privacy Policy. We will respond to your request for access or correction within a reasonable period, usually within 30 days.

C. We reserve the right to refuse to provide you with information that we hold about you in certain circumstances as set out in the applicable Privacy Act. We may also refuse to make an amendment to your personal information that we do not agree is correct, however, where we do so, we will make a note in your records to reflect this.

8 Complaints about privacy

A. If you have any complaints about our privacy practices, please feel free to provide details of your complaints by emailing HR@csoftware.co.uk or writing to HR Manager, C Software, 16 Miller Court, Severn Drive, Tewkesbury, GL20 8DN. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

B. If you are not satisfied with our response to your complaint, you may contact the Information Commissioner's Office (ICO) by calling 0303 123 1113 or submitting an online enquiry at Advice services for members of the public.

9 Changes to Privacy Policy

A. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our websites or notice board. Please check back from time to time to review our Privacy Policy.

10 Websites

A. When you come to our website www.csoftware.co.uk we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

B. **Cookies.** We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the

site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience.

11 United Kingdom

We adhere to the Data Protection Act 2018 together with the UK General Data Protection Regulation (GDPR).

12 Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to C Software Limited, 16 Miller Court, Severn Drive, Tewkesbury, GL20 8DN or by email at security@csoftware.co.uk.