



## 1. Introduction

This Privacy Notice provides information about how Clyde Computing Ltd (“Clyde”) will use (“process”) personal data about individuals with whom it engages.

## 2. About Clyde Computing Ltd

Clyde develops, markets and supports the Q-SYS suite of software applications.

Q-SYS is a suite of software designed to meet an organisation’s quality management needs. Q-SYS has offerings for the laboratory (LIMS), fresh-produce packhouse (Pack Quality Control), and production/packing area (Quality Logging). Organisations of all sizes have been running Q-SYS 24/7 for over 20 years.

## 3. Contact Details

**Address:** 64 Fleet Road, Farnborough, Hampshire, GU14 9RA

**Phone Number:** 0208 647 0666

**E-mail:** [accounts@clydecomputing.co.uk](mailto:accounts@clydecomputing.co.uk)

This privacy notice was last updated on 29<sup>th</sup> January 2024.

## 4. Types of Personal Information

We currently collect and process the following information about employees of customers, suppliers and other businesses with which we engage:

- Name
- Phone number
- Email address

## 5. Collection and Reasons for Processing

### 5.1 How we get the personal information

The personal information we process is provided to us directly by you for one of the following reasons:

- Because you have expressed an interest in, or have purchased, our products or services
- Because you are supplying, or have expressed an interest in supplying, products or services



- Because both you and Clyde are involved in a project via a mutual customer or supplier

## 5.2 How we use the personal information

We use the personal information in order to:

- Contact you about products or services
- Contact you about projects in which we are mutually involved
- Provide implementation and technical support services to our customers

## 5.3 Sharing of personal information

We will not share this information with any other parties without your written consent.

## 5.4 Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Clyde on 0208 647 0666 or [accounts@clydecomputing.co.uk](mailto:accounts@clydecomputing.co.uk).

(b) We have a contractual obligation.

# 6. Storage and Retention

Your information is securely stored.

Our data retention policy for personal information is as follows:

- We keep contact details of prospective customers and suppliers for twelve months after that individual has last expressed an interest in working with/for Clyde. We then dispose of the personal information by secure deletion.
- We keep contact details of suppliers and customers for twelve months after the end of the year during which that supplier/customer's contract with Clyde came to an end. We then dispose of the personal information by secure deletion.

# 7. Your Data Protection Rights

Under data protection law, you have the right to object to the processing of your personal information in certain circumstances.

Please contact us at [accounts@clydecomputing.co.uk](mailto:accounts@clydecomputing.co.uk) if you wish to make a request.



## 8. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [accounts@clydecomputing.co.uk](mailto:accounts@clydecomputing.co.uk).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>