

Privacy Policy

RS Integrated Supply is a global market leader in procurement and the management of indirect materials. Services include outsourced procurement, inventory management and stores management.

This policy governs how your personal information is treated when you interact with RS Integrated Supply and when you use our websites, www.mymro.com, www.mycat.com, www.rs-integratedsupply.com, *eu.dynamicseam.com, *.dynamicseam.com, collectively "RS Integrated Supply Websites". When you use the RS Integrated Supply Websites, you may provide us with personal information about you such as your name, company, address, date of birth, fax and telephone numbers and email address ("personal information"). We are committed to protecting your privacy and will only use your personal information in accordance with applicable laws.

What Personal Data Does RS Integrated Supply collect?

We collect personal information from you when you provide it to us directly, or through your use of our websites, for example:

- Information about yourself and the company you work for, when you register for an account with us. This may include your name and contact details, your company name and company details, information about your role in the company, and how you heard about the site.
- Transaction, billing and delivery information, if you make a purchase with us or contract for one of our solutions or services.
- Records of your interactions with us, e.g. if you send email feedback to our website, ask a technical question, report a problem or otherwise contact us. Please note that if you telephone us, we may record the call for compliance, quality and staff training purposes.
- If you respond to one of our customer surveys or enter into a competition.
- If you interact with one of our sales agents, for example at a trade show or customer premises.
- We may also record certain details of how you use our website, such as the website you came from or are going to, your device's unique ID, your IP addresses and operating system, adverts you click on, products you search for, products you purchase, and information you download. Marketing emails we send you may also automatically detect whether you have received or opened the email or clicked on a link in our marketing materials. We use this information for our own performance measurement, but also so that we can tailor our promotional messages and advertising to you.

Why does RS Integrated Supply Ltd need to collect and store personal data?

In order for us to provide you with a service (responding to a request, responding to an employment opportunity) or for our record keeping, we need to collect personal data for correspondence purposes and potentially understanding more detail in order to be able to address the response back to you and record and ongoing communications. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy. In terms of being contacted for marketing purposes RS Integrated Supply would contact you for additional consent.

Will RS Integrated Supply share my personal data with anyone else?

We may pass your personal data on to third-parties in order to operate our business. These might include but are not limited to:

- service providers contracted to RS Integrated Supply,
- other members of the RS Group in order to support our services and to improve our customer insights; and
- Government authorities;

Where does RS Integrated Supply store my personal information?

As an organisation operating across the globe, your personal information may be processed in countries outside of Europe, including the United States and countries where you may have fewer legal rights in respect of your information than you do under European laws. If we transfer personal data outside the European Economic Area we will, as required by applicable law, ensure that your privacy rights are adequately protected by appropriate safeguards. Please contact us if you would like more information about these safeguards.

How will RS Integrated Supply use the personal data it collects about me?

Depending on how you use the websites, your interactions with us, and the permissions you give us, we will use your personal information for the following purposes:

- To fulfil your order and/or provide you with the services you have contracted for.
- To maintain your online account with us.
- To manage and respond to any queries or complaints to our customer service team.
- For market research, e.g. we may contact you for feedback about our products and services.
- To send you marketing messages and show you targeted advertising, where we have your consent or are otherwise permitted to do so.
- For security purposes, to investigate fraud and where necessary to protect ourselves and third parties.
- For internal research, reporting and data analytics;
- For internal auditing and recordkeeping purposes;
- To comply with our legal and regulatory obligations.

How long does RS Integrated Supply store my personal information for?

RS Integrated Supply will process (collect, store and use) the information you provide in a manner compatible with applicable law. We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. RS Integrated Supply is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs. Where we no longer have a need to keep your information, we will delete it. Please note that where you unsubscribe from our marketing communications, we will keep a record of your email address to ensure we do not send you marketing emails in future.

Security

RS Integrated Supply has in place reasonable commercial standards of technology and operational security to protect all information provided by visitors via this Website from unauthorised access, disclosure, alteration, or destruction. We will monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

If you register to use secured parts of www.rs-integratedsupply.com, www.mymro.com, www.mycat.com, *eu.dynamicseam.com, *dynamicseam.com you may be asked to create a password. You must keep this password confidential and must not disclose it or share it with anyone. You will be responsible for all activities that occur under your password. If you know or suspect that someone else knows your password you should notify us immediately at the address above. If we have reason to believe that there is likely to be a breach of security or misuse of www.rs-integratedsupply.com, www.mymro.com, www.mycat.com we may require you to change your password or we may suspend your account until your identity has been verified and the account has been satisfactorily secured.

The RS Integrated Supply Website, www.mymro.com, www.mycat.com, *eu.dynamicseam.com, *dynamicseam.com may, from time to time, contain links to and from other websites. If you follow a link to any of these web sites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

If you hold a MYMRO account, or SYNC account for ordering processing your account information and personal profile are password protected so that you and only you have access to this personal information. You may edit your account information and profile by using your application username and password.

Can I find out the personal data that the organisation holds about me?

RS Integrated Supply at your request, can confirm what information we hold about you and how it is processed.

If RS Integrated Supply does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of RS Integrated Supply or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.

- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?

RS Integrated Supply accepts the following forms of ID when information on your personal data is requested: - Any 2 of Passport, driving licence, birth certificate, utility bill (from last 3 months) one of which is a photo-id.

Contact details of the Data Protection Officer

If you need to get in touch with our Data Protection Officer, please email DPO@iesa.com or write to RS Works, Kelburn Court, Daten Park, Birchwood, Warrington, WA3 6UT for the attention of Nicola Bowman.