

PRIVACY POLICY

Simulation Software Limited is committed to applying a high level of data protection and security in relation to personal data that we handle and manage for our employees and customers. This privacy policy tells you what to expect when Simulation Software collects personal information and how we process your data.

Legal Basis

The legal basis that we rely on for processing your data will depend upon the circumstances in which it is being collected and used, but will in most cases fall into one of the following categories:

- Where you have provided your consent to allow us to use your data in a certain way
- Where the processing is necessary to carry out for the performance of a contract with you
- Where the processing is necessary in order for us to comply with a legal obligation;

We can assure you that we do not rent, swap, share or sell your personal data to third parties.

Occasionally, if we feel it is of your interest to introduce you to a third party, we will ask you first and only introduce you if you are interested.

Service providers

We use service providers (such as software platform providers and Information Technology support providers) to help us provide you with our services. We may give relevant persons within these service providers access to your personal information, but only to allow them to perform their services for us. We carry out data protection checks to make sure that the processing of your data is subject to appropriate security measures.

How we use personal data

This Privacy Policy sets out our arrangements to inform you of what to expect from our business in how we collect, control and process personal information. The ways in which we collect information is listed below:

- Visitors to our websites
- Receiving enquiries directly from our website
- People who subscribe to receiving updates about our business activities
- Contract or service contract arrangements

Visitors to our website

When someone visits our website we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site and we collect this information in a way which does not identify anyone.

We do not make any attempt to find out the identities of those visiting our site and we will not associate any data gathered from this site with any personally identifying information from any source.

If we do want to collect personally identifiable information through our website, we will be up front about this and make it clear when we ask you for your consent and permission to collect

your personal information. This includes an explanation of what we intend to do with such information.

People who use our services

Below are a few examples of the marketing and business activities that we may carry out and which we would use your consented personal data for:

- **Marketing Activities** - Receiving updates of our products and services, completion of a survey, enquiry or register for one of our events. We may collect this information in a number of ways, including via telephone, written correspondence, email, websites and contractual agreements.
- **Business Activities** - Where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Your Rights

Your rights are important to us, if you wish to; access, update, restrict, remove, object to or no longer want hear from us, please get in touch and we will take action and make sure the appropriate steps are taken to ensure we fulfil your request.

Complaints

When we receive a complaint from a person we log the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We will keep personal information contained in complaint files in line with our company retention policy. This means that information relating to a complaint will be retained for six years from closure. It will be retained in a digital and physical data secure environment and access to it will be restricted according to the 'need to know' principle.

How to contact us

Further details of our data protection arrangements can be obtained by writing to our head office at:

Data Protection Services
Simulation Software Limited
Mill House
Hawthorn Road
Leeds
LS18 4JP

info@sim-soft.co.uk



Jonathan Theakston

Operations Director
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