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Privacy Policy



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Who we are

Echo Quality Solutions (EQS) is a limited company (Registered in England and Wales No. 14530841). We are registered with the Information Commissioner's Office (no. ZB553669) in the UK under the EU General Data Protection Regulation (GDPR). Our registered office is Manufactory House, Bell Lane, Hertford, Hertfordshire. SG14 1 BP.

EQS is committed to protecting and respecting your privacy. This notice sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how it is protected.

What information we collect

We may collect and process the following data about you:

Information you give us

If you wish to benefit from any of the services that EQS offer via our website (www.echo-quality.com) and/or to register for EQS events/courses you may need to provide us with certain personal information. You may give us your personal details by filling in forms on our site or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register for events, educational courses or any other services which we provide now or in the future and when you communicate via our website. The types of personal information we collect may include your title, first name, surname, home and work contact details (telephone, street address and email address) and your mailing address. We may also collect information relating to your employment, including where you are currently employed, your job title, areas of interest/expertise and your job function if this is relevant. When purchasing a product, your credit/debit card or bank details are also collected and are temporarily stored until we have processed your order.

Information we collect about you

With regards to each of your visits to our website (www.echo-quality.com) we may automatically collect the following information:

Technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform



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information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

Information we receive from other sources

We may receive information about you if you use any of the other services we provide. We are also working closely with third parties (including, for example, sub-contractors in technical, payment and delivery services, analytics providers and search information providers) and may receive information about you from them.

Cookies

Our site uses cookies to distinguish you from other users of our site. This helps us to provide you with a good experience when you browse our site and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them go to the policy page on our website www.echo-quality.com.

Why we collect this information

We use information held about you in the following ways:

Information you give to us

We may use this information:

- to deal with your requests and/or enquiries
- to carry out analysis, improve the quality of our services and ensure that content from our site is presented in the most effective manner for you and for your computer
- to maintain our records for administrative purposes
- to track use of web pages
- to protect our site against unauthorised access
- to comply with statutory and/or regulatory obligations
- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us
- to provide you with information about other services we offer that are similar to those that you have already purchased or enquired about and to send you information that we believe may be of interest to you
- to notify you about changes to our service



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Information we collect about you

We may use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer
- to allow you to participate in interactive features of our service, when you choose to do so as part of our efforts to keep our site safe and secure
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them

Information we receive from other sources

We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

How we handle your personal information

EQS respects the privacy of its website users and aims to act consistently with the EU General Data Protection Regulations and the 6 principles of data protection.

We will not, unless otherwise stated, share your personal information with any third parties but if you choose to purchase any services from us we will pass your personal information to a secure, third-party payment service provider and any such third party will require further information from you in order to process your payment.

Where we store your personal data

We will take all steps reasonably necessary to ensure that your data is treated and stored securely and in accordance with the EQS privacy policy. The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the facilitating of services which you have requested or which we provide, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing.



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Our systems operate secure data networks protected by industry standard firewall and password protection systems. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We periodically review our security and privacy policies and update them as necessary. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.

You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at www.echo-quality.com.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, 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.

Access to information

GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with the regulations.

Changes to our privacy policy

Any changes we may make to our privacy notice in the future will be posted on our policies page. Please check back frequently to see any updates or changes to our privacy notice.

Contact

If you have any questions, comments and requests regarding this privacy notice, if at any time you wish us to stop using your personal information or if you wish to have your



personal data updated or corrected, you may contact us at www.echo-quality.com.