



Privacy Policy

ABOUT THIS PRIVACY POLICY

C-Met ("C-Met", "we", "us" or "our") respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how C-Met collects, uses, stores, shares and protects personal data, and describes your rights in relation to that data.

We aim to comply with applicable UK data protection and privacy law, including:

- the UK General Data Protection Regulation (UK GDPR);
- the Data Protection Act 2018;
- the Data (Use and Access) Act 2025, where applicable;
- the Privacy and Electronic Communications (EC Directive) Regulations 2003, as amended ("PECR"); and
- other applicable UK legislation and regulatory requirements relating to privacy and personal data.

This Privacy Policy applies to personal data collected through our website, by email, telephone, in person, through our services, and through other interactions with C-Met, unless a separate privacy notice applies.

WHO IS RESPONSIBLE FOR YOUR PERSONAL DATA?

C-Met is the controller of personal data covered by this Privacy Policy, unless we expressly state otherwise.

C-Met (a division of RADD Training)

Registered address: 221 Burnbank Street, Coatbridge, Scotland, ML5 2AY

Company number: SC690367

Email: enquiries@c-met.co.uk

Telephone: 01236 449393

Website: www.c-met.co.uk

If C-Met appoints a Data Protection Officer or dedicated privacy contact, their details are:

Data Protection Contact: David Lennon (Divisional General Manager)

Email: enquiries@c-met.co.uk

WHAT PERSONAL DATA DO WE COLLECT?

The personal data we collect will depend on your relationship with C-Met and how you interact with us.

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This may include:

Information you provide to us

For example:

- name and title;
- postal and email addresses;
- telephone numbers;
- company or organisation details;
- job title and professional information;
- account or login information;
- information contained in enquiries, correspondence and communications;
- information provided when requesting or purchasing our products or services;
- billing and payment information;
- information provided when applying for employment or working with us; and
- any other information you voluntarily provide.

Information we collect automatically

When you use our website or online services, we may collect information such as:

- IP address;
- browser and device information;
- operating system;
- approximate location derived from IP address;
- website pages viewed;
- dates and times of visits;
- referring websites;
- information about how you interact with our website; and
- information collected through cookies and similar technologies.

Where applicable, our use of cookies and similar technologies is explained in our Cookie Policy.

Information received from third parties

We may receive personal data from third parties where lawful and appropriate, including:

- business partners;
- customers and suppliers;
- professional advisers;
- recruitment agencies;
- publicly available sources;
- service providers;
- IT and software providers; and
- other organisations with which we work.

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Where we receive personal data from another source, we will handle it in accordance with applicable data protection law.

HOW WE USE PERSONAL DATA

We may use personal data for the following purposes:

- providing, administering and improving our products and services;
- responding to enquiries and requests;
- communicating with customers, suppliers and other contacts;
- managing business relationships;
- processing orders, payments and invoices;
- maintaining business and financial records;
- providing customer support;
- managing accounts and user access;
- administering our website and IT systems;
- maintaining the security of our systems, premises and services;
- detecting and preventing fraud, misuse and other unlawful activity;
- complying with legal and regulatory obligations;
- establishing, exercising or defending legal claims;
- managing recruitment and employment processes;
- sending relevant service communications;
- sending marketing communications where permitted by law and, where required, with your consent;
- analysing and improving our services, website and customer experience; and
- carrying out other purposes explained to you when your personal data is collected.
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We will not use personal data for purposes that are incompatible with the purpose for which it was originally collected unless permitted or required by law.

OUR LAWFUL BASES FOR PROCESSING

We will only process personal data where we have a lawful basis under applicable data protection law.

Depending on the circumstances, these may include:

Contract

We may process personal data where this is necessary to enter into or perform a contract with you, or to take steps at your request before entering into a contract.

Legal obligation

We may process personal data where necessary to comply with a legal or regulatory obligation to which C-Met is subject.

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Legitimate interests

We may process personal data where this is necessary for our legitimate interests, or those of a third party, provided those interests are not overridden by your rights and interests.

Our legitimate interests may include:

- operating and managing our business;
- providing and improving our services;
- managing customer and supplier relationships;
- maintaining IT and information security;
- preventing fraud and misuse;
- protecting our property and systems;
- communicating with business contacts;
- enforcing contractual terms; and
- establishing, exercising or defending legal claims.

Where we rely on legitimate interests, we will consider the impact on individuals and will not use this basis where our interests are overridden by your rights and freedoms.

Consent

Where required by law, we will ask for your consent before processing personal data.

Where processing is based on consent, you may withdraw your consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

Vital interests

In limited circumstances, we may process personal data where necessary to protect someone's vital interests.

Public task

Where applicable, we may process personal data where necessary for a task carried out in the public interest or in the exercise of official authority.

SPECIAL CATEGORY DATA

Special category personal data includes information concerning matters such as health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data used for identification, and information concerning sex life or sexual orientation.

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C-Met will only process special category data where there is a lawful basis under Article 6 of the UK GDPR and an applicable condition under Article 9 and/or the Data Protection Act 2018.

Where required, we will also maintain appropriate documentation and safeguards for such processing.

Unless specifically stated otherwise, C-Met does not routinely seek to collect special category data from customers or website visitors.

If you provide such information to us unnecessarily, we may securely delete it where there is no lawful reason for us to retain it.

CRIMINAL OFFENCE DATA

Where C-Met processes information relating to criminal convictions, criminal offences or related security measures, we will only do so where permitted by applicable law and where the relevant legal requirements and safeguards have been satisfied.

MARKETING

We may use personal data to send information about C-Met, our products, services, events or other matters that may be relevant to you.

We will comply with applicable direct-marketing requirements, including PECR.

Where consent is required, we will obtain it before sending electronic marketing communications.

Where permitted by law, we may rely on another lawful basis or an applicable exception, such as the rules relating to existing customers and the "soft opt-in".

You can opt out of marketing communications at any time by:

- using the unsubscribe link in a marketing email;
- contacting us using the details in this Privacy Policy; or
- following any other instructions provided in the relevant communication.

Opting out of marketing will not normally prevent us from sending important non-marketing communications, such as information about an existing contract, service or transaction.

COOKIES AND SIMILAR TECHNOLOGIES

Our website may use cookies and other technologies that store information on, or access information from, your device.

We will provide clear information about the technologies we use and their purposes.

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Where required by PECR, we will obtain your consent before using non-essential cookies or similar technologies. Strictly necessary technologies may be used where an applicable exemption applies.

You will be given appropriate choices about non-essential cookies, and we will not treat consent as having been given merely because you continue to browse our website.

Our Cookie Policy provides further information about the cookies and similar technologies we use, their purposes, duration and relevant third parties.

WHO WE SHARE PERSONAL DATA WITH

We may disclose personal data to appropriate third parties where necessary and lawful.

These may include:

- IT, hosting and cloud service providers;
- software and platform providers;
- payment processors and financial institutions;
- professional advisers, including lawyers, accountants and auditors;
- insurers;
- recruitment providers;
- marketing and communications providers;
- website analytics and technology providers;
- delivery and logistics providers;
- business partners and contractors;
- government bodies, regulators and law-enforcement authorities where required or permitted by law; and
- potential purchasers, investors or advisers in connection with a proposed or actual business transaction.

We require processors acting on our behalf to provide appropriate confidentiality, security and data-protection commitments.

We do not sell personal data to third parties.

INTERNATIONAL TRANSFERS

Some of our service providers or other recipients of personal data may be located outside the United Kingdom.

Where personal data is transferred outside the UK, we will ensure that the transfer is permitted under applicable UK data protection law and that appropriate safeguards are in place.

Depending on the circumstances, these safeguards may include:

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- a UK adequacy regulation;
- UK International Data Transfer Agreements;
- UK Addendums to approved international transfer mechanisms;
- appropriate contractual protections; or
- another lawful transfer mechanism recognised by UK data protection law.

You can contact us using the details below if you would like further information about the safeguards applicable to a particular international transfer.

How long do we keep personal data?

We will only keep personal data for as long as reasonably necessary for the purposes for which it was collected, including where necessary to satisfy legal, accounting, tax, regulatory, contractual or reporting requirements.

Retention periods will vary depending on:

- the type of information;
- the purpose for which it is used;
- our legal and contractual obligations;
- whether there is an ongoing relationship with you;
- whether the information may be required to establish, exercise or defend legal claims; and
- our legitimate business requirements.

When personal data is no longer required, we will securely delete it, anonymise it or otherwise dispose of it appropriately.

C-Met maintains, or will maintain, appropriate retention periods for different categories of personal data.

DATA SECURITY

C-Met takes appropriate technical and organisational measures to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, unauthorised access and other unlawful processing.

Depending on the circumstances, these measures may include:

- access controls and authentication;
- appropriate staff permissions;
- encryption where appropriate;
- secure backups;
- system monitoring;
- malware and security protections;

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- staff training;
- confidentiality obligations;
- supplier due diligence;
- physical security measures;
- incident-management procedures; and
- regular reviews of our security arrangements.

No method of transmitting or storing information is completely secure. However, we will continually review and improve our security measures in light of the risks involved.

Personal data breaches

C-Met maintains procedures for identifying, investigating, containing, documenting and responding to personal data breaches.

Where a personal data breach is likely to result in a risk to individuals' rights and freedoms, we will notify the Information Commissioner's Office (ICO) where required by law and within the applicable statutory timeframe.

Where a breach is likely to result in a high risk to affected individuals, we will also communicate the breach to those individuals where required by law.

YOUR DATA PROTECTION RIGHTS

Subject to applicable legal conditions and exemptions, you may have the right to:

Right of access

You can ask us for a copy of personal data we hold about you and information about how we process it.

Right to rectification

You can ask us to correct inaccurate or incomplete personal data.

Right to erasure

In certain circumstances, you can ask us to delete your personal data. This is sometimes known as the "right to be forgotten"

Right to restriction

In certain circumstances, you can ask us to restrict the processing of your personal data.

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Right to data portability

In certain circumstances, you may have the right to receive personal data you have provided to us in a structured, commonly used and machine-readable format and to have it transmitted to another organisation.

Right to object

You may have the right to object to certain processing, including processing based on legitimate interests.

You have an absolute right to object to direct marketing.

Rights relating to automated decision-making

Where applicable, you may have rights concerning decisions based solely on automated processing, including profiling, where such decisions produce legal or similarly significant effects.

Right to withdraw consent

Where we process personal data based on consent, you can withdraw your consent at any time. These rights are not absolute and may be subject to legal conditions and exemptions.

HOW TO EXERCISE YOUR RIGHTS

To exercise your rights, please contact:

Email: enquiries@c-met.co.uk

Post: 221 Burnbank Street, Coatbridge, Scotland, ML5 2AY

Please provide enough information for us to identify you and understand your request.

We may need to request additional information to verify your identity. This is a security measure designed to prevent personal data from being disclosed to the wrong person.

We will normally respond to valid requests without undue delay and within the applicable statutory period.

We will not normally charge a fee for exercising your data protection rights. However, applicable law permits organisations to charge a reasonable fee or refuse to act on certain requests where they are manifestly unfounded or excessive.

COMPLAINTS

If you have concerns about how C-Met has handled your personal data, we would encourage you to contact us first so that we can investigate and attempt to resolve your concern.

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You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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

You can contact the ICO through the contact details published on its website.

CHILDREN

Our services are not generally directed at children unless expressly stated otherwise.

We do not knowingly collect personal data from children where doing so would be unlawful.

If you believe that a child has provided personal data to C-Met in circumstances where this was not appropriate, please contact us so that we can investigate and take appropriate action.

Where C-Met provides a service that is specifically directed at children, we will implement additional safeguards appropriate to the age and circumstances of the users and comply with applicable legal requirements and regulatory guidance.

AUTOMATED DECISION-MAKING AND PROFILING

C-Met does not currently make decisions about individuals based solely on automated processing that produce legal or similarly significant effects, unless expressly stated otherwise.

If this changes, we will provide appropriate information about the processing, its purposes, the logic involved where required, and the applicable rights and safeguards.

THIRD-PARTY WEBSITES

Our website may contain links to websites, applications or services operated by third parties. This Privacy Policy does not apply to those third-party services.

We recommend that you review the privacy notices of third-party websites before providing them with personal data.

C-Met is not responsible for the privacy practices or content of third-party websites.



CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our business, services, technology, legal requirements or regulatory guidance.

The latest version will be published on our website with the applicable effective date.

Where required by law, we will provide additional notice or obtain consent before making material changes to how we use personal data.

Contact us

If you have questions about this Privacy Policy, our use of personal data, or your data protection rights, please contact us:

C-Met

Address: 221 Burnbank Street, Coatbridge, Scotland, ML5 2AY

Email: enquiries@c-met.co.uk

Telephone: 01236 449393

Website: www.c-met.co.uk

Appendix: Data Processing Summary

The following summary is provided to make C-Met's principal processing activities easier to understand.

Processing activity	Typical personal data	Purpose	Typical lawful basis
General enquiries	Name, contact details, enquiry contents	Responding to enquiries	Legitimate interests / steps prior to contract
Customer management	Name, contact details, account information	Managing customer relationship	Contract / legitimate interests
Orders and services	Contact, transaction and service information	Providing services	Contract
Billing and payments	Financial and transaction information	Invoicing and accounting	Contract / legal obligation
Supplier management	Contact and business information	Managing suppliers	Contract / legitimate interests

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Website operation	IP address, device and technical information	Security and website operation	Legitimate interests / applicable legal basis
Website analytics	Usage and device information	Understanding and improving website use	Consent where required / applicable lawful basis
Marketing	Contact details and marketing preferences	Sending marketing communications	Consent / legitimate interests or applicable PECR exception
Recruitment	CV, contact details, employment information	Recruitment and selection	Steps prior to contract / legitimate interests / legal obligation
Legal and regulatory compliance	Relevant personal data	Meeting legal obligations and defending claims	Legal obligation / legitimate interests
Security and fraud prevention	Technical and usage information	Protecting systems and preventing misuse	Legitimate interests / legal obligation

This table is a summary and does not replace the detailed information contained in this Privacy Policy.

This policy will be reviewed annually or following any significant changes in operations or legislation. Failure to follow the procedures outlined may result in removal from site and/or restriction of future access.



David Lennon
Divisional General Manager

Date: 31/08/2026
Next Review Date: 30th August 2027