

## **Privacy & Cookies Statement**

At Calder Ltd we recognise the importance of protecting your personal information.

During the course of making an enquiry, we may obtain personal information about you, such as your name and email address. This information assists us in servicing your request. We know you may be concerned about what we do with this information, and offer you the following assurances:

- We are committed to safeguarding your privacy online.
- We only use your personal information to help us service your request and to provide you with the product or service you have requested.
- We do not sell, rent or exchange your personal information with any third party for commercial reasons.
- If you wish to correct any inaccurate information, contact us to let us know.
- You are entitled to a copy of the personal data held by us. We will not charge you a fee for this.

### **Becoming a Client**

Should you subsequently become a customer of ours, we shall need to collect further information from you, such as Company name, business address and telephone number. This information will be stored so that we can send you invoices for services provided.

### **How We Use Your Information**

This privacy notice tells you what to expect when we collect personal information. It applies to information we collect about:

- Visitors to our websites.
- Complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry.
- People who use our services or request help or information from us.
- People who notify under the Data Protection Act.
- Job applicants.

### **Visitors to Our Websites**

When someone visits this 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. 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 this website.

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. We will make it clear when we collect personal information and will explain what we intend to do with it.

### **Use of Cookies**

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

In order to comply with the EU Cookie Directive we need to tell you what cookies we use and why we use them. This applies only to cookies that are not strictly necessary for the functioning of the website.

Below is a summary of the cookies and related services we use and the purposes for which they are used.

#### **Cookie Family: Google**

##### **Google Analytics**

**Cookie Use:** Google Analytics cookies are used to collect information about how visitors use our website. We use this information to compile reports and to help us improve the site. The cookies collect information in an anonymous and aggregated form, including the number of visitors to the site, where visitors have come to the site from, and the pages they visited whilst on our site.

You can view an overview of privacy at Google or opt out of being tracked by Google Analytics by accessing the relevant information directly through Google's website.

##### **Google Search (Search Console)**

Google Search Console helps us monitor and improve our website's presence in Google Search results. It provides aggregated and anonymised information about search queries, clicks, and impressions. **Unlike Google Analytics, Google Search Console does not place cookies on your device and does not track individual visitors.** We include it here for transparency so that visitors understand all Google tools used to analyse our site's performance.

Most web browsers allow some control of cookies through browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **YouTube Cookie**

We may occasionally embed videos from our official YouTube channel using YouTube's privacy-enhanced mode. This mode may set cookies on your device only when you click on the YouTube video player. However, YouTube will not store personally identifiable information for playbacks of embedded videos in this mode.

For more information, please visit [YouTube's page on embedding videos](#)

## **People Who Make a Complaint to Us**

When we receive a complaint from a person we make up a file containing 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 may from time to time compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for no longer than necessary. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, 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.

When we take enforcement action against someone, we may publish the identity of the defendant in our Annual Report or elsewhere. Usually we do not identify any complainants unless the details have already been made public.

## **People Who Use Our Services**

We may offer various services to the public. For example, we send out publications. We have to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who

have requested a publication to carry out a survey to find out if they are happy with the level of service they received. When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.

### **Complaints or Queries**

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

### **Access to Personal Information**

We try to be as open as we can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request'. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to us for any personal information we may hold you need to put the request in writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting Calder via the contact details below.

### **Disclosure of Personal Information**

In many circumstances we will not disclose personal data without consent. However, when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

## **How we Protect Your Data**

We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse.

## **Changes to This Privacy Notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 2<sup>nd</sup> February 2026.

## **How to Contact Us**

Requests for information about our privacy policy can be emailed to [hr@calder.co.uk](mailto:hr@calder.co.uk) or by writing to:

HR Department,  
Calder Ltd,  
Prescott Drive,  
Warndon,  
Worcester,  
WR4 9NE,  
United Kingdom