



WSPN-01 Jan 2026

1. WEBSITE PRIVACY NOTICE

SPECAC LIMITED PRIVACY NOTICE

Last Updated: January 2025 | Version: 1.0

1.1 Who We Are

Specac Limited ("we", "us", "our") is a leading manufacturer and supplier of spectroscopic accessories to businesses, academic institutions, and research organisations worldwide. We are committed to protecting your personal data and respecting your privacy rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Company Information:

- **Registered Company:** Specac Limited
- **Registered Address:** Science and Innovation Centre, Halo Business Park, Cray Avenue, Orpington, Kent BR5 3FQ, United Kingdom
- **Company Registration Number:** 01008689
- **VAT Number:** GB211974711
- **ICO Registration Number:** Z8886178
- **Data Protection Contact:**
- **Email:** dataprotection@specac.co.uk
- **Postal:** Data Protection Lead, Specac Limited, Science and Innovation Centre, Halo Business Park, Cray Avenue, Orpington, Kent BR5 3FQ
- **Phone:** +44 1689 892908

1.2 Information We Collect

We collect and process the following categories of personal data:

Information you provide directly:

- **Contact Information:** Name, job title, department, company/institution name
- **Communication Details:** Business email address, business telephone number, business mobile
- **Business Addresses:** Delivery address, billing address, company headquarters
- **Transaction Data:** Purchase orders, quotations, order history, payment information (limited)
- **Interaction Data:** Technical support queries, product inquiries, warranty claims
- **Preferences:** Product interests, communication preferences, marketing consents
- **Event Data:** Webinar registrations, trade show interactions, training attendance

Information we collect automatically:

- **Technical Data:** IP address, browser type and version, time zone setting, browser plug-in types
- **Usage Data:** Pages visited, time spent on pages, page interaction information
- **Location Data:** Geographic location based on IP address (country/region level)
- **Cookie Data:** See our Cookie Policy for details

Information from third parties:

- **Trade Shows:** Attendee lists from exhibitions (where you consented)
- **Distributors:** Customer information from authorised distributors
- **Public Sources:** Companies House, LinkedIn, business directories
- **Credit Agencies:** Credit checks for account applications

1.3 How We Use Your Information

Purpose	Type of Data	Legal Basis	Retention
Process orders and deliver products	Contact, delivery, order data	Contract performance	7 years
Provide technical support and warranty	Contact, product, support history	Contract / Legitimate interests	3 years after closure
Send quotations	Contact, product interests	Legitimate interests (business enquiry)	3 years
Direct marketing - existing customers	Email, purchase history	Legitimate interests (similar products)	Until objection
Direct marketing - new contacts	Email, preferences	Explicit consent	Until withdrawn
Product traceability and safety	Order, serial numbers	Legal obligation / Legitimate interests	Product lifetime + 10 years
Process payments	Limited payment data	Contract performance	7 years

Manage credit accounts	Financial information	Contract / Legitimate interests	Account closure + 7 years
Website analytics	Usage data, cookies	Legitimate interests	26 months
Security and fraud prevention	IP, access logs	Legitimate interests	12 months
Legal compliance	As required	Legal obligation	As required by law

1.4 Who We Share Your Information With

Within Specac:

- Employees who need the information to provide services
- Access restricted by role-based permissions
- All staff bound by confidentiality obligations

Our Service Providers (Data Processors):

- **IT Support:** Instant On IT Limited (UK)
- **Cloud Services:** Microsoft Corporation (US - UK SCCs in place)
- **Delivery Partners:** DHL, FedEx, UPS and Perform
- **Payment Processors:** Specac Ltd/Int – Barclays Bank. Specac Inc – M&T Bank
- **Email Marketing:** Salesforce Marketing Cloud Account Engagement
- **Website Analytics:** Google LLC (US - UK SCCs in place)

Other Recipients:

- **Harrick Scientific Products, Inc.:** For relevant US orders (data sharing arrangement under review)
- **Authorised Distributors:** Where you purchased through them
- **Professional Advisers:** Lawyers, accountants, insurers (as required)
- **Regulatory Authorities:** HMRC, Companies House, ICO (where legally required)
- **Credit Reference Agencies:** For credit account applications

We will never sell your personal data to third parties.

1.5 International Transfers

Your data may be transferred outside the UK:

Country/Region	Recipients	Safeguards
United States	Microsoft 365, Google Analytics	UK Addendum to the EU Standard Contractual Clauses (SCCs), and/or the ICO's International Data Transfer Agreement (IDTA)
United States	Harrick Scientific	Data transfer mechanism under review; will be governed by IDTA or UK Addendum once implemented
European Economic Area	Various suppliers	UK adequacy decision
Other countries	As required for international orders	Case-by-case assessment with appropriate safeguards

1.6 Data Retention

We retain your personal data only as long as necessary:

Data Category	Retention Period	Legal Justification
Customer orders and invoices	7 years from transaction	UK tax law (HMRC requirements)
Quotations	3 years from date	Business records, follow-up
Technical support records	3 years from closure	Service improvement, warranty
Warranty claims	Product lifetime + 3 years	Consumer protection laws
Product traceability	Product lifetime + 10 years	Product liability laws

Credit account records	Account closure + 7 years	Financial regulations
Marketing consents	Until withdrawn + 3 years suppression	ICO guidance
Marketing suppression list	Indefinite	Prevent unwanted contact
Website analytics	26 months	Google Analytics standard
CCTV (premises)	30 days unless incident	Security
Email correspondence	3 years general, 7 years if contract-related	Business records

1.7 Your Rights

Under UK GDPR, you have the following rights:

Right to Access (Subject Access Request):

- Request a copy of your personal data
- Understand how and why we process it
- Free of charge (unless excessive/repeated)

Right to Rectification:

- Correct inaccurate personal data
- Complete incomplete personal data

Right to Erasure ('Right to be Forgotten'):

- Request deletion in certain circumstances
- Subject to legal retention obligations

Right to Restrict Processing:

- Limit how we use your data
- While we verify or investigate concerns

Right to Data Portability:

- Receive your data in structured, common format
- Transfer to another controller

Right to Object:

- Object to processing based on legitimate interests
- Absolute right to object to direct marketing

Rights Related to Automated Decision Making:

- We do not use automated decision-making or profiling

To exercise any right, contact: dataprotection@specac.co.uk We will respond within 30 days.

1.8 Marketing Communications

Our Approach:

- Existing customers: Information about similar products (legitimate interests)
- New contacts: Only with explicit, freely-given consent
- Clear unsubscribe in every email
- Suppression list maintained indefinitely

Managing Preferences:

- Unsubscribe link in every marketing email
- Email: unsubscribe@specac.com
- Phone: +44 1689 892908

1.9 Cookies

We use cookies to improve your experience:

Essential Cookies: Always active for website function **Analytics Cookies:** With consent for performance analysis **Marketing Cookies:** With consent for relevant content

See our full Cookie Policy at <https://specac.com/policies/cookie-policy-uk/>

1.10 Security

We implement appropriate technical and organisational measures:

- Encryption in transit (TLS/SSL) and at rest
- Multi-factor authentication
- Regular security assessments
- ISO 9001:2015 and ISO 14001:2015 certified
- Staff training and confidentiality agreements
- Incident response procedures



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1.11 Children's Privacy

Our website and services are not directed at children under 16. We do not knowingly collect data from children.

1.12 Changes to This Notice

We may update this notice periodically. Material changes will be notified via website announcement or email.

1.13 Complaints

We hope to resolve concerns directly, but you may complain to:

Information Commissioner's Office

- Website: ico.org.uk
- Phone: 0303 123 1113
- Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF