



GDPR and Privacy Policy



Solid State Plc – GDPR and Privacy Policy

1. Privacy Statement

Solid State PLC and its subsidiaries (“we”/“us”/“our” etc) are committed to protecting the privacy of your personal data collected in the course of our business, including via this website www.solidstateplc.com* (the “Site”). This Website Privacy Policy forms part of our Terms and Conditions of trade as well as part of the terms and conditions for use of and access to the Site.

We are a manufacturer and distributor of electronic components, computers, batteries, antennas, radio products and related goods and services based at Ravensbank Business Park, Hedera Road, Redditch B98 9EY and can be contacted on 01527 830800 or dataprotectionofficer@solidstateplc.com.

We will always comply with relevant data protection legislation (including the Data Protection Act 1998 (“DPA”), The Privacy and Electronic Communications (EC Directive) Regulations 2003 (“PECR”) and General Data Protection Regulation (“GDPR”) as applicable) when dealing with your personal data. Further details on the DPA, PECR and GDPR can be found at the Information Commissioner’s Office website (www.ico.gov.uk). For the purposes of data protection legislation, we will be the “controller” or “data controller” of all personal data held in respect of this Policy.

We may collect, use and store your personal data, as described in this Policy, where necessary in order to:

perform any contract to which you are party or in order to take steps at your request prior to entering into a contract;

-  exercise our legitimate business interests;
-  carry out other functions with your specific consent.

We will use your personal data in order to provide you with the best possible customer service, and to keep you updated about our other services and products. You may amend your subscription settings at any time by contacting us or by clicking on the “unsubscribe” link on any email you receive from us.

We will never sell your personal data or make it available to any third parties without your prior consent (which you are free to withhold) except where required to do so by law or in the event that we sell any part of our business or assets (in which case we may disclose your personal data confidentially to the prospective buyer as appropriate in accordance with our legitimate interests).

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

We reserve the right to amend this Policy from time to time without prior notice. You are advised to check the Site regularly for any amendments (but NB amendments will not be made retrospectively).

2. What information do we collect and why?

We will only collect personal data to the extent that it is required for the specific purpose made clear to you at the time. We will only process personal data in accordance with relevant data protection legislation.

If you contact us, we will keep a record of that contact including your contact details and any relevant account information.

In addition to your access details, we will log details of your interactions with us including transactions you carry out through the Site.

Like most websites, the Site uses cookies. These are small text files that are sent to your computer when you log into this site. By using a cookie we can keep track of your log-in status even if you leave the site and return.

Our server logs requests for Site content. By analysing this information, we can identify which parts of the Site are popular and which are not, helping us to improve the Site. The Site uses these log files to compile non -personal statistical information about matters such as length of stay on the Site, type of pages visited and other general information. This information is entirely anonymous: we want to know how people in general are using the Site, not what you in particular are doing on the Site.

We will hold your personal data on our systems for as long as:

-  your account remains valid; and/or
-  any contracts you make with us are live; and/or
-  is necessary to comply with our legitimate business interests; and/or
-  is necessary to comply with our legal obligations.

We will review your personal data every 2 years to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will send you one further email notifying you of our decision and asking you to positively indicate whether you wish us to continue processing your personal data. Unless we receive a positive indication, we will cease processing your personal data except that we will retain your personal data in an archived form.

We may use your personal data:

- 🔗 to carry out our obligations arising from any contracts entered into between you and us;
- 🔗 to provide you with information, products or services that you request from us or which we feel may interest you, including changes and updates (subject to any opt-out as set out in para 1.5 above);
- 🔗 to ensure that the Site is presented in the most effective manner for you and for your computer;
- 🔗 in accordance with our legitimate business interests and legal obligations.

3. Transfer of your personal data outside the EEA/EU.

We will not transfer your personal data outside the EEA/EU.

4. Your rights

You have the following rights under GDPR in respect of your personal data held by us:

- 🔗 to access your personal data
- 🔗 to be provided with information about how your personal data is processed (this information is set out in this Policy)
- 🔗 to have your personal data corrected where necessary (please contact us promptly should you become aware of any incorrect or out-of-date information)
- 🔗 to have your personal data erased in certain circumstances (please refer to the appropriate data protection legislation or consult the ICO for details)
- 🔗 to object to or restrict how your personal data is processed
- 🔗 to have your personal data transferred to yourself or to another business

You have the right to take any complaints about how we process your personal data to the Information Commissioner:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

<https://ico.org.uk/concerns/>

0303 123 1113.

For more details, please address any questions, comments and requests regarding our data processing practices to our Data Protection Officer/Manager: G Marsh who can be contacted at Ravensbank Business Park, Hedera Road, Redditch, Worcestershire B98 9EY, on 01527 830800 or dataprotectionofficer@solidstateplc.com

5. Links to other websites

The Site may from time to time contain links to other unrelated sites* (including those of our advertisers).

This privacy statement does not apply to these sites nor are we responsible for the content and practices of these websites. In particular, please note that such other sites may also use cookies, and that we have no control over this.

6. Intellectual Property Rights

All copyrights, trade marks, design rights and other intellectual property rights in this Site and its contents is owned by us or our licensees. You may not copy or reuse any contents except to the extent strictly necessary to access and use this Site.

G Marsh
CEO

Policy approved by the Board of Directors on 1st April 2025.

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