

Privacy policy

At MES we are dedicated to safeguarding and preserving the privacy of visitors to our website ([Technical Risk Management Consultancy : Monaco Engineering Solutions \(mes-international.com\)](https://www.mes-international.com)) or communicating with us. This policy is concerned with how we collect information, what we do with it and what controls you have over your personal information.

Your Privacy

We take our duty to process your personal information very seriously. This policy explains how we collect, manage, use and protect your personal information.

This policy is subject to periodic change to reflect the latest view of what we do with your information. Please check back frequently; you will be able to see if changes have been made by the date it was last issued.

The following sections detail how and why we use your personal information:

1. **Who are we?**
2. **What personal information we collect and how we use it**
3. **Legitimate interests**
4. **Sharing your information**
5. **Retaining your information**
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8. **How to contact us.**

1. Who are we?

Monaco Engineering Solutions Limited (which is a registered company in England and Wales, 06027456). In this policy references to MES, or to 'we' or 'us' are to a reference to the trading name.

2. What personal information we collect and how we use it

What we need

MES is a 'Data Controller' of the personal information you provide to us. If you submit a contact form through the website, then we will usually only have your name and contact details. If you go on to work with us, then we will need to collect some basic information in order to be able to provide you with services, this may include your name, postal address your method of payment, if you are purchasing from us.

Why we need it

We collect your personal information in connection with specific activities, such as service and product provision, feedback and contact forms.

The information is either needed to fulfil your request or to enable us to provide you with a more personalised service. You do not have to disclose any of this information to browse our site. However, if you choose to withhold requested information, it may hinder MES in providing the total

Our marketing

From time to time, with your consent, we will process your personal information to provide you with information about our work or our activities that you have requested or are expecting.

Alternatively, we may process personal information to fulfil a contract or where we are required to do this by law or other regulations.

How we obtain your details

We will also hold information about your details so that we can respect your preferences for being contacted by us.

As such, we only your collect your personal information when you provide it to us directly.

3. Legitimate interests

There are a number of lawful reasons that we can use your personal information. One of these is called 'legitimate interests'. Broadly speaking Legitimate Interests means we can process your personal information if:

We have a genuine and legitimate reason.

and

We are not harming any of your rights and interests.

4. Sharing your information

We do not share your information with any other organisations or individuals unless we are obliged to by law, for purposes of national security, taxation and criminal investigations and in the following instances:

- If you have agreed that we may do so.
- When we use other Organisation's to provide services on our behalf, e.g. processing, delivering services, answering customers' questions about products or services, sending mail and emails, customer analysis, assessment, when using auditors/advisors or processing credit/debit card payments.
- If we merge with another organisation to form a new entity, information may be transferred to the new entity.

We will never sell or rent your personal information to other organisations.

5. Retaining your information

We hold your information only as long as necessary for each reason that we use it. We have provided some examples of the time we will keep your information in this paragraph but you can contact us for more information.

If decide you do not want to hear from MES any more or request that we have no further contact with you, we will keep some basic information in order to avoid sending you unwanted materials in the future and to ensure that we don't accidentally duplicate information.

If you make a purchase from us, we will keep the purchase information for a period of seven years for accounting purposes.

6. Our cookie Policy

Cookies and how they benefit you

We have some cookies active on our website, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us:

- Make our website work as you would expect.
- Remember your settings during and between visits.

- Improve the speed/security of the site.
- Allow you to share pages with social networks, such as Facebook.
- Continuously improve our website for you.
- Granting us permission to use cookies.

If the settings on your browser that you are using to view our website are adjusted to accept cookies we take this, and your continued use of our website, to mean that you are fine with this. Should you wish to remove or not use cookies from our site you can learn how to do this below, however doing so will likely mean that our site will not work as you would expect.

How long do cookies last?

When a web server sends a cookie, it asks your browser to keep that particular cookie until a certain date and time. These dates can be:

Some date in the future, which might be a few minutes or a few hours from now (to track something like your shopping cart in an online store). The cookie might expire many years in the future, to keep track of your browser for a long time.

When you close your browser – this is called a session cookie, the next time you start your browser these will have vanished.

Some date in the past – this is how the server asks a browser to remove a previously-stored cookie.

Our own cookies

We use cookies to make our website work including:

- Allowing you to add comments to our site.
- Remembering if we have already asked you certain questions
- There is no way to prevent these cookies being set other than to not use our site.

Advertising or targeting cookies

These types of cookies are used to deliver adverts which will be more relevant to you and your interests. They are also used to limit the number of times you see an advertisement and to help measure the effectiveness of the advertising campaign. They are normally placed by advertising networks. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Targeting or advertising cookies will often be linked to site functionality provided by the other organisation.

Turning cookies off

You can switch cookies off by adjusting your browser settings to stop it from accepting cookies. However, this will likely limit the functionality of ours and a large proportion of the world's websites as cookies are a standard part of most modern websites.

7. What are your rights?

You have a number of rights about how the personal information you provide can be used. These are:

- Transparency over how we use your personal information (right to be informed).
- The ability to request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- Update or amend the information we hold about you if it is wrong (right of rectification).
- Ask us to stop using your information (right to restrict processing).

- Ask us to remove your personal information from our records (right to be 'forgotten').
- Object to the processing of your information for marketing purposes (right to object).
- Obtain and reuse your personal information for your own purposes (right to data portability).
- Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you would like to know more about your rights under data protection law, you can find out more at the Information Commissioners Office website.

Remember, you can change the way you hear from us or withdraw your permission for us to process your personal information at any time by using the form on our 'Contact Us' page or by emailing us at mes.info@mes-international.com.

8. How to contact us

If you wish to talk through anything in our privacy policy, find out more about your rights or obtain a copy of the information we hold about you, please contact us (details at the bottom of this page), we will be happy to help.

If you wish to raise a complaint on how we have handled your personal information, please contact us so that we may investigate the matter. If you are not satisfied with our response or believe we are not processing your personal information in accordance with the law you can complain the Information Commissioner's Office (ICO).

If you wish to talk to us about anything in this policy or the information we hold about you please contact us:

By telephone: +44 (0)1372 227 997

By email: mes.info@mes-international.com

By post: 1 Pixham End, Dorking, Surrey, RH4 1GB

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