

Privacy Policy

Control Management Systems (CMS)

Last Updated: 23/02/2026

1. Introduction

Control Management Systems (“CMS”, “we”, “us”, “our”) respects the privacy of users of our website and platform.

This Privacy Policy explains how we collect, use, store and protect Personal Information in connection with:

- Our website: www.cms-ltd.co.uk
- Our web-based Integrated Management System (IMS) platform
- Any related services we provide

“Personal Information” means information that can identify an individual, either alone or when combined with other information, such as name, email address, job title or contact details.

By accessing or using our website or platform, you consent to the terms of this Privacy Policy.

2. Scope of This Policy

This Privacy Policy governs information collected in connection with:

- Website use
- Marketing enquiries

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- Contact forms
- Client account creation
- Use of the CMS platform

Information processed by CMS on behalf of client organisations within the platform is governed by separate contractual terms and Data Processing Agreements where applicable.

3. Hosting & Data Storage

CMS does not operate its own physical servers.

All hosting and data storage is provided by third-party cloud service providers engaged by us. These providers host data on servers that they own or control.

Data may be:

- Stored in the UK
- Stored within the European Economic Area (EEA)
- Replicated across secure data centres
- Transferred internationally where appropriate safeguards are in place

By using our services, you acknowledge and consent to such transfers.

We use commercially reasonable efforts to ensure that our hosting providers maintain appropriate security and data protection standards.

4. Consent and Modification

You are not legally required to provide Personal Information.

However, if you choose not to provide certain information, we may be unable to provide our services.

We reserve the right to update this Privacy Policy at any time. Updates will take effect ten (10) days after publication on our website. Continued use of the website or platform constitutes acceptance of the updated policy.

5. What Personal Information We Collect

A. Contact Information

If you contact us via email or website forms, we may collect:

- Name
- Company name
- Email address
- Telephone number
- Enquiry details

B. Platform User Data

When organisations use our IMS platform, we may process:

- User names
- Work email addresses
- Job titles

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- Training records
- Audit entries referencing individuals
- Assigned corrective actions
- Supplier contact information
- Customer complaint references

CMS does not intentionally collect special category personal data (e.g., health, race, biometric data).

C. Log Files

We may collect:

- IP address
- Browser type
- Date/time stamps
- Referring/exit pages
- Device information

This information is used for:

- Security monitoring
- System administration
- Usage analysis

D. Cookies & Tracking Technologies

We may use cookies and similar technologies to:

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- Ensure proper site functionality
- Analyse website performance
- Improve user experience

Users may control cookies via browser settings.

E. Analytics

We may use analytics tools (such as Google Analytics or similar services) to understand website usage patterns.

These tools collect anonymous usage data and do not combine it with identifiable user information.

Users may opt out of certain analytics tools via browser add-ons where applicable.

6. How We Use Personal Information

We may use Personal Information to:

- Provide and manage access to the IMS platform
- Deliver managed internal audit services
- Respond to enquiries
- Send service updates
- Improve system performance
- Comply with legal obligations
- Protect against fraud or security threats

We may contact users regarding:

- Account administration
- Service-related communications
- Marketing communications (where consent or legitimate interest applies)

Users may unsubscribe from marketing communications at any time.

7. Sharing of Personal Information

We do not sell Personal Information.

We may share information with:

- Cloud hosting providers
- IT service providers
- Payment processors
- Professional advisers
- Law enforcement authorities where required by law

We require third-party service providers to maintain appropriate data protection standards.

8. Legal Basis for Processing (UK GDPR)

Where applicable, our lawful basis for processing includes:

- Performance of a contract
- Legitimate interests

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- Legal obligation
- Consent (where required)

9. Data Subject Rights

Under UK GDPR, individuals have the right to:

- Access their personal data
- Request correction
- Request deletion
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent (where processing is based on consent)

Requests may be submitted to:
admin@cms-ltd.co.uk

If unresolved, complaints may be made to the UK Information Commissioner's Office (ICO).

10. Data Controller & Data Processor Roles

For website enquiries and marketing communications, CMS acts as Data Controller.

For data processed within the IMS platform on behalf of client organisations:

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- The client organisation acts as Data Controller.
- CMS acts as Data Processor.

CMS processes such data only in accordance with client instructions and contractual agreements.

11. Anonymous Information

We may use aggregated, anonymised information to:

- Improve system performance
- Analyse usage trends
- Develop new features

Anonymous data does not identify individuals.

12. Data Security

We implement appropriate technical and organisational measures, including:

- Encrypted connections (HTTPS)
- Role-based access controls
- Secure cloud infrastructure
- Controlled administrative access
- Regular backups

However, no internet transmission or storage system is 100% secure.

13. Third-Party Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices of those third parties.

14. Children's Privacy

Our website and platform are intended for business use and are not directed at individuals under the age of 16.

We do not knowingly collect data from minors.

15. Contact

For questions regarding this Privacy Policy:

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24 De Moray Court, Stirling, FK9 5GP
Email: admin@cms-ltd.co.uk