



## **PRIVACY & COOKIE POLICY**

At Medfac UK Ltd, your personal privacy is important to us. This notice explains how we collect, store, manage, process, and protect your personal information. It lets you know the types of information we might hold, how and where we'll use it once it's been collected and how we will keep it safe. We'll always aim to be very clear when we ask you to share any information with us and won't do anything with it that is unexpected.

### **How We Collect Data**

We'll collect information from you in several different ways. Most of the information comes directly from you and with your consent when you register or purchase products on our website or meet with us in person during sales visits, exhibitions, conferences or other meetings.

### **What kind of data we collect**

Medfac UK Ltd is only interested in data that helps us contact you with valued information regarding our product range and services. Generally the data we hold includes your name, email address, organisation name, mailing address and phone number. These details can be updated at any time by logging into your website account or contacting us directly.

### **What we do with the data we collect**

We only use your personal data to make sure you receive information and updates about our products and services. We do not share your data with third party organisations unless explicitly asked to do so or as part of our necessary service to you e.g. sending products to you via our courier services.

### **How We Manage and Protect Personal Information**

Our computer network is protected, and information given in our online accounts are encrypted. All data is processed in the UK however for the purposes of IT hosting and maintenance this information is located on servers elsewhere.

### **What are your data protection rights**

Medfac UK Ltd would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request us copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.

The right to erasure - You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us on the details below.

### **What are cookies?**



Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology. For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

### **How we use cookies**

We use cookies in a range of ways to improve your experience on our website, including keeping you signed in and understanding how you use our website.

### **Types of cookies that we use**

There are a number of different types of cookies, however, our website uses:

- **Functionality** - We use these cookies so that we recognize you on our website and remember your previously selected preferences. A mix of first-party and third-party cookies are used.
- **Advertising** - We use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. We sometimes share some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### **Privacy policies of other websites**

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy..

### **Controlling your personal information**

You may request details of personal information which we hold about you under the GDPR. If at any point you believe the information we hold on you is incorrect, you can update it on your account at our website [www.kinetecuk.com](http://www.kinetecuk.com) or request to have it corrected/deleted.

You can do this by phoning, emailing, or in writing using the contact details below:

- by phone, +44 3330 347400
- by email, [enquiries@kinetecuk.com](mailto:enquiries@kinetecuk.com)
- by post to, Medfac UK Ltd., 7 Redan Hill Industrial Estate, Redan Road, Aldershot, GU12 4SJ

By placing an order with us or registering your account details with us, you consent to this privacy notice and give us permission to process your personal data specifically for the purposes identified.

### **More info**

This notice was updated on 07 March 2024. It may be necessary to update it from time to time to reflect changes to our business operations or to legislation. Updates will be posted on this page – please check back from time to time. We may also inform you directly of any changes.

Further information on data protection regulations and laws can be found on <https://ico.org.uk/for-the-public>