

## **PRIVACY POLICY**

Technetix is committed to protecting your privacy by maintaining the integrity and confidentiality of your personal data. This Policy provides information about how we collect, use and protect your personal data. It also provides information about the cookies we use.

In this Policy the terms “we”, “us” and “our” refers to Technetix Group Limited, Innovation House Technetix Business Park, Muddleswood Road, Albourne, Hassocks, West Sussex, BN6 9EB and each of its subsidiary and affiliated companies in the group.

### **The types of personal data we collect about you and how it is collected.**

We may collect, use, store and transfer different kinds of personal data about you. This will be information collected from you directly and/or automatically in accordance with this Policy.

The types of personal data that we collect directly from you include:

- Contact and identity data such as first name, last name, phone number, postal address, email address, job title/position that you provide through your use of our website, during phone calls with our representatives, when we fulfil orders placed by you and on forms or other correspondence completed by you.
- Profile data such as your username and password and/or any other information you submit to us when completing any of our online forms or signing up for portal access.
- Marketing and communications data such as your preferences in receiving marketing materials from us.

The types of personal data that we automatically collect from you, either by us or by service providers performing business functions at our direction include:

- Technical data such as internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices you use to access this website. We collect this data by using cookies.
- We also use closed circuit video surveillance cameras (CCTV) at some of our offices to monitor building security and to ensure the health and safety of our staff and visitors.

### **Legal basis**

The law requires us to have a legal basis for collecting and using your personal data. We rely on one or more of the following legal bases:

- **Performance of a contract with you:** Where we need to perform the contract, we are about to enter into or have entered into with you.
- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to our newsletter.
- **Legitimate interests:** We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and

enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

- **Legal obligation:** We may use your personal data where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.

## How we use your personal data

We use your personal data to:

- Respond to your requests and/or enquiries.
- Provide products, services and requested information to you.
- Provide customer support.
- Send you details of products and services that we think will be of interest to your business.
- Keep you up to date with developments at Technetix.
- To analyze and monitor traffic and help provide and improve our website.
- Review, develop and improve the products and services.
- Maintain records for administrative purposes.
- Comply with statutory and/or regulatory obligations.

We may share your personal data with service providers that we have retained to perform services on our behalf such as order fulfillment. These service providers are contractually required to safeguard any personal data that we provide to them and will only process your personal data in accordance with our instructions and for a specified purpose.

## International Transfers

We are a global company and therefore we may share your personal data across the business worldwide or to service providers outside of the UK for the purposes described in this Policy. Whenever we transfer your personal data out of the UK, we ensure that the appropriate safeguards are in place.

## Your rights

If you are based in the UK or European Union, or another country with similar personal data protection laws, under certain circumstances, by law you have the right to:

- **Request access to your personal data** (commonly known as a "personal data subject access request"). This enables you to receive information about the personal data we hold about you.
- **Request correction of the personal data that we hold about you.** This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request deletion of your personal data.** This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (in certain circumstances).

- **Object to processing of your personal data** where we are relying on having a legitimate reason to process your personal data and there is something about your particular situation which makes you want to object. You also have the right to object where we are processing your personal data for direct marketing purposes.
- **Request the restriction of processing of your personal data.** This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer of your personal data to another party.**

If you want to exercise any of the rights above, please contact our Group General Counsel by emailing [tom.plowman@technetix.com](mailto:tom.plowman@technetix.com) or calling +44 1444 251262.

## **Data Retention**

The specific periods for which we retain personal information depends on the information in question, its relevance and its sensitivity. However, generally, personal information will be removed if it has been superseded by other relevant or up to date information, if it is out of date, irrelevant or no longer necessary to fulfil the purposes for which it was collected.

## **Data Security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed. We have also put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive. You can find more information about the individual cookies we use, including any third-party cookies, and the purposes for which we use them in our cookie banner.

You have the right to decide whether to accept or reject cookies. You can exercise your cookie rights by customizing your preferences in our cookie banner.

## **Contact**

If you have any questions about this Policy or about the use of your personal data or you want to exercise your privacy rights, please contact our Group General Counsel by emailing [tom.plowman@technetix.com](mailto:tom.plowman@technetix.com) or calling +44 1444 251262.

## **Complaints**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

## **Changes to this Policy**

This Policy may be updated periodically and without prior notice to you to reflect changes in our information practices.

This version was last updated on 13 November 2024.