

Introduction

Welcome to Global Adjuvants Company Ltd's (GAC) privacy notice.

GAC respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website and tell you about your privacy rights and how the law protects you.

Important information and who we are

Purpose of this privacy notice

This privacy notice aims to give you information on how GAC collects and processes (uses) your personal data through your use of this website, including any data you may provide through your use of this website or when you purchase a product or service from us.

Contact details

GAC is the controller of and responsible for your personal data (also referred to as "we", "us" or "our" in this privacy notice). If you have any questions about this privacy notice including any requests to exercise your legal rights, please contact us using the details below:

Full company name: Global Adjuvants Company Ltd

Contact number: 01480 810137

Email: office@global-adjuvants.com

Postal address: 27c Silver Street, Buckden, Cambridgeshire, PE19 6TS

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We hope you have no complaints and would appreciate you contacting us first to deal with any issues you may have.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity data:** includes items such as your first and last names and gender. We never ask for your date of birth or any other detailed personal information.
- **Contact data:** includes email address, telephone numbers, billing address and delivery address if applicable.
- **Technical data:** includes internet protocol (IP) address, browser type and version, time zone setting and location, operating system and platform and other technology on the devices you use to access this website. We use Google Analytics to collect some of this data, so we encourage you to read the Google privacy notice as well.

We do not collect any special categories of data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health or genetic and biometric data).

How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions:** You may give us your identity and contact data by filling in a form or by corresponding with us by email, electronic messenger, post or otherwise.
- **Automated technologies:** As you interact with our website, we may automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and similar technologies.
- **Third parties or publicly available sources:** we may receive personal data about you from various third parties such as analytics provided by Google, public information from online directories, social media such as Linked In, and publicly available data from sources such as Companies House.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- To contact you at your request, when you have applied using our online contact form.
- To follow-up such contact and initiate commercial or technical discussions.
- Where we need to comply with a legal or regulatory obligation.

Full details of the legal basis for us using your personal data can be obtained by contacting us.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending direct marketing communications to you by email or other electronic means. You have the right to withdraw consent to marketing at any time by contacting us.

Marketing

We may use your identity, contact, technical, usage and profile data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant to you.

You will receive marketing communications from us if you have requested information or purchased goods from us or if you provided us with your details and you have not opted out of receiving that marketing.

Third-party marketing

We do not share your data with any third parties for marketing purposes.

Opting out

You can ask us to stop sending you marketing communications by contacting us at any time.

Cookies

You can set your browser to refuse all or some cookies, or to alert you when websites set or access cookies. The cookies we use enable the function of Google Analytics. This software helps us collect and analyse visitor data so we can improve the website and your experience. The data stored by these cookies never shows any confidential personal information.

Disclosures of your personal data

We may share your personal data with the following types of people:

- Service providers acting as processors or joint controllers who provide IT and system administration services.
- Professional advisors acting as processors or joint controllers including lawyers, bankers, accountants and insurers based in the United Kingdom who provide consultancy, legal, banking, accountancy and insurance services.
- UK Government authorities if requested
- Third parties providing consultancy services to us, for purposes such as product trials, product registrations etc.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data security

We have put in place appropriate security measure to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your data to those employees, agents, contractors and other third parties who have a business need to know. They will only access your personal data on our instructions and they are subject to a duty of confidentiality. We have 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.

Data retention

We will only retain your personal data for as long as necessary to fulfil the purpose for which we collected it. To determine the appropriate retention time for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Your legal rights

You have the legal right to:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate personal data we hold about you corrected, though we may need to verify the accuracy of any new data you provide us.
- **Request erasure** of any personal data we hold about you. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to hold it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your personal data unlawfully or where we are required to erase your personal data to comply with local law.
- **Object to processing** of your personal data where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing as you

feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes.

- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; (d) you have objected to our use of your personal data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or a third party. We will provide you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us.

No fee

You will not have to pay a fee to access your personal data, or to exercise any other rights.

What we will need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data or to exercise any of your other rights. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.