

Synthotech - Privacy policy

This policy is provided by Synthotech and is addressed to individuals with whom we interact including visitors to our website/s, customers, and suppliers.

For the purposes of this Privacy policy, Synthotech is the Data Controller.

Synthotech is committed to protecting your privacy and to developing technologies that provide a safe and secure experience for your data.

In general, we will ask you when we need information that personally identifies you or allows us to contact you. For example, personal information may be requested when you are requesting information on a product or service, ordering products or services, or when registering for Synthotech events.

This policy will be amended or updated from time to time to reflect changes in our practices with respect to the processing of personal data, or changes in applicable law. We encourage you to read this policy carefully, and to regularly check this document to review any changes we might make in accordance with the terms of this policy.

Use of Your Personal Information

The personal information we collect from you will be used by Synthotech to provide the service or carry out the transaction you have requested or authorised. This may include using the personal information for the following purposes:

- To provide you with important information about the product or service that you are using, including critical updates and notifications;
- To improve the product or service and to provide better customer service.

Synthotech does not give, sell, rent, or lease its customer lists to third parties.

Synthotech may disclose personal information if required to do so by law or in the good faith that such action is necessary to: (a) conform to the requirements of the law or comply with legal process served on Synthotech or the website; (b) protect and defend the rights or property of Synthotech, and, (c) act in urgent circumstances to protect the personal safety of Synthotech, its websites, or the public.

The amount of personal information you are required to supply will be limited to that which is necessary to supply the service or carry out the transaction that you have requested. Any other information being requested will be labeled as optional.

Personally identifiable information (PII) collected by Synthotech may be stored and processed in UK or any other country in which Synthotech or its affiliates, subsidiaries, or agents maintain facilities. It will be password secured and access to the PII will only be granted to Synthotech Staff who need access to undertake lawful activities.

Accessing Your Personal Information

All outbound emails will feature instructions on how to Opt-in/Opt-out of communication services or stop communications altogether.

Processing your Personal Data

We may collect personal data about you, such as your name, address, and contact details etc.

We may rely on one or more of the following justifications for processing this data, depending on the circumstances:

- We have obtained your prior express consent to the processing (this legal basis is only used in relation to processing that is entirely voluntary – it is not used for processing that is necessary or obligatory in any way);
- The processing is necessary in connection with any contract that you may enter into with us;
- The processing is required by applicable law;
- The processing is necessary to protect the vital interests of any individual; or
- We have a legitimate interest in carrying out the processing for the purpose of managing, operating or promoting our business, and that legitimate interest is not overridden by your interests, fundamental rights, or freedoms.

Examples of sources from which we may collect data include the following:

- Obtaining your personal data when you provide it to us (for example, when you contact us via our website, email, telephone, or by any other means).
- Receiving your personal data from third parties, to the extent that it can be lawfully provided to us.

Creation of Personal Data

We may also create personal data about you such as events you have attended, or previous orders you have placed.

In some circumstances, you may provide us with personal data about others (e.g., when participating at events, or providing feedback to us). Whenever you provide any such personal data, we rely on you to ensure that you have a lawful basis for providing such personal data to us, and that you have complied with applicable law and with the terms of this policy. If you are unable to do so, please refrain from providing the personal data of third parties to us.

How we will use your Personal Data

The purposes for which we may use your personal data, subject to applicable law, include:

- Provision of products or services to you: providing related services to you; providing relevant materials to you; inviting you to relevant events and discussions; and otherwise communicating with you in relation to those services.
- Management of relationships: managing relationships with our customers; resolving disputes and other related administrative functions.
- Marketing communications: communicating with you via any means (including via email, telephone, text message, social media, post or in person) news items and other information in which you may be interested, subject to ensuring that such communications are provided to you in compliance with applicable law.
- Communications and IT operations: management of our communications systems; operation of IT security; and IT security audits.
- Health and safety: health and safety assessments and record keeping; and compliance with related legal obligations.
- Financial management: sales; finance; business audit; and supplier management.
- Surveys: engaging with you for the purposes of obtaining your views on relevant issues and topics.
- Improving existing products and services.
- Creating new products and services

Disclosure of Personal Data to third parties

We may disclose your personal data to:

- legal and regulatory authorities, upon request, or for the purposes of reporting any actual or suspected breach of applicable law or regulation;
- accountants, auditors, lawyers and other outside professional advisors to Synthotech, subject to binding contractual obligations of confidentiality;
- third party Processors (such as providers of payment processing services), located anywhere in the world. If we engage a third-party Processor to process your personal data e.g.; outbound emails, newsletter distribution etc. the Processor will be subject to binding contractual obligations to: (i) only process the personal data in accordance with our prior written instructions; and (ii) use measures to protect the confidentiality and security of the personal data; together with any additional requirements under applicable law.
- any relevant party, law enforcement agency or court, to the extent necessary for the establishment, exercise or defence of legal rights;
- any relevant party for the purposes of prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including the safeguarding against and the prevention of threats to public security;

Data Retention

The criteria for determining the duration for which we will keep your personal data are as follows: we will retain copies of your personal data in a form that permits identification only for as long as is necessary in connection with the purposes set out in this policy, unless applicable law requires a longer retention period. In particular, we may retain your personal data for the duration of any period necessary to establish, exercise or defend any legal rights.

Security of Your Personal Information

Synthotech protects the security of the personal information you provide. When sensitive personal information is transmitted over the Internet, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Contact Information

At Synthotech, your privacy is very important to us. Our privacy principles represent our commitment to ensuring that your personal information is safe and secure.

If you believe that Synthotech has not adhered to these policies, please contact us by email, telephone, or postal mail and we will engage all reasonable efforts to promptly identify and remedy the problem.

Email - info@synthotech.co.uk

Phone – 01423 816060

Synthotech Ltd
Milner Court
Hornbeam Park
Harrogate
HG2 8NB

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