

## **Ionotec Privacy Policy**

Ionotec is committed to safeguarding your privacy. We undertake to keep your data safe and only use your information legitimately and appropriately. This policy explains what information we collect and how and why we hold your data. It also explains how to update your preferences and remove yourself from our records if required. If you have any queries or concerns regarding our privacy policy, please contact us. You have the right to know what personal information Ionotec holds about you and to request that it is removed from its records. If you wish to exercise this right please contact us. In order to keep any information which we hold on you up-to-date and accurate, we will regularly audit it. Any information which has not been made use of over a 3 year period will be deleted.

### **Types of information collected**

When interacting with us, for example, when raising a query or enquiring about our products and services, we collect information from you. This allows us to process and fulfil your requests and to notify you of the status of your request. The types of data we collect depends on the type of interaction but may include your name, company name, address, telephone and fax numbers, email address and any information you provide when you contact us by email, telephone or letter. It may also include any subsequent payment transaction details between your company and Ionotec. Ionotec does not use cookies on its website.

### **Ionotec's use of personal information**

Ionotec only ever collects personal data for legitimate business reasons. Its use is exclusively for the operation of Ionotec's business and to allow us to contact you for legitimate business reasons e.g. handling your queries and requests, and processing orders and payments.

Ionotec does not normally use the information for marketing or market research purposes, e.g. to inform you of company news or new product information, but we may contact you in advance to ask if you are interested in receiving such information.

Ionotec does not and will never disclose, sell or rent your personal information or individual visits to our web site to any third parties. We may disclose published details of your company to one of our clients if we consider that such disclosure would be mutually beneficial. We will disclose your personal information only with your explicit consent in circumstances that may require this, e.g. to distributors or agents working on our behalf of Ionotec, to governmental and regulatory bodies where required to do so and applicable by law, or to the prospective purchaser of any business or asset for which a sale is contemplated.

### **Protection of information**

Any information that you provide will be stored on databases and on our secured servers (password and firewall protected), which only our UK employees can access. Ionotec will take reasonable and organisational precautions to prevent the loss, abuse or alteration of your personal information. It should be noted that no data

transmission over the internet can be guaranteed 100% secure, and that you submit this information to Ionotec at your own risk. We cannot ensure or warrant the security of any information you transmit to us. Once we receive your transmission, we make all reasonable efforts to ensure its security on our systems. Should a data breach occur and is likely to result in high risk to the rights and freedoms of individuals, we will notify those concerned without undue delay.