



## Scientific & Chemical Supplies Ltd.

Carlton House  
Livingstone Road  
Bilston  
West Midlands  
WV14 0QZ  
United Kingdom  
Tel: 01902 402 402  
Fax: 01902 402 343  
[www.scichem.com](http://www.scichem.com)

### Privacy Notice

Scientific & Chemical Supplies Ltd. was established in 1957 and supplies scientific education equipment, laboratory equipment and chemicals to a wide range of customers in the UK, Republic of Ireland and around the world.

In this Privacy Notice, we, Scientific & Chemical Supplies Ltd. provide information about how we receive, collect, use and transfer information about you. This may be as a user or visitor to our websites, a user of our mobile applications, or participant in communications with our personnel, representatives or third parties acting on our behalf.

By interacting with Scientific & Chemical Supplies Ltd. your use of the websites is subject to this Notice.

Scientific & Chemical Supplies Ltd. includes the trading names of SciChem, Shaw Scientific and Scientific & Chemical International. This Privacy Notice explains how we use any personal information we collect about you when you interact with our company and websites.

#### Topics

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#### Scope

This Privacy Notice only applies to the company's websites so when you link to other third party websites you should read their own privacy policies.

#### Consent

We can hold data because you have given us permission or there may be a legitimate interest. If you have made an enquiry or asked for more information like a catalogue or brochure, asked for a quotation or placed an order with us then this is a legitimate interest in holding information on you.

We have categorised legitimate interest as:

1. Demonstrated an interest in education, scientific or laboratory products or services
2. Demonstrated an interest in our organisation's products or services





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3. Demonstrated an interest in our organisation for employment or contracting

### Information You Actively Submit

If you create an account, order products, register for services, or otherwise send us data via the Websites, we collect information about you and the company or other entity you represent.

You may also provide information specific to your interaction with the websites, such as payment information to make a purchase, shipping information to receive a purchase, or to apply for employment. You may also provide such data to our employees or representatives in person, over the telephone, or in emails or other written communications. In such instances, you will know what data is collected, because you will actively submit it.

### Information Passively Submitted

We collect information during your use and navigation of the Websites, such as the URL of the website you came from, the browser software you use, your Internet Protocol (IP) address, IP ports, date/time of access, data transferred, pages visited, amount of time you spend on the Websites, information about transactions conducted on the Websites, and other “clickstream” data. This data is generated and collected automatically, as part of the standard operation of the Websites. We also use “cookies” to enhance and customize your experience of the Websites. A cookie is a small text file that may be stored on your computer or device used to access the Websites. You may set your browser software to reject cookies, but doing so may prevent us from offering conveniences or features on the Websites. To reject cookies, refer to information about your specific browser software. We also use eTags, which are opaque identifiers assigned by a web server to specific versions of a resource found at a URL. If the resource at that URL changes, a new and different eTag will be assigned. This allows us to track which pages you visit while on the Websites.

### What information do we collect about you?

We collect information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys, provide feedback and participate in competitions. Website usage information is collected from using cookies.

This information may include:

- Your name, job title, organization, address, email address, phone number, fax number. If you are a private individual this may include your home address and contact details if you have provided this.
- Contact preference – email, post, SMS, telephone or visit.
- Contact information including when you placed an enquiry, order or quotation.
- Payment information, delivery addresses, shippers and carriers or third parties acting on your behalf.
- Identification of the devices you use to access the internet and when interacting with us for example if you are using a pc, tablet or smart phone.

### How will we use the information about you?

We use information to help fulfil product orders, provide requested services and information, and otherwise to respond appropriately to requests and to complete transactions.





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If you order products through our Websites, we may contact you by email or telephone to provide information about your order (e.g., order confirmations, delivery and shipment notifications). If you have an account with the Websites, we may also send you emails regarding your account status or changes to relevant agreements or policies.

We use information passively submitted to personalize features and your experience of the Websites, and otherwise to generally improve the content, design, and navigation of the Websites. This may include us collecting information to better understand your website experience and interaction with us, and us sending you information, offers, surveys or promotions on our products and services that we believe may be of interest to you. We may combine the various types of data we collect. We may conduct marketing analysis and similar research to assist us in making business decisions.

### Sharing and Transfers of Information

Scientific & Chemical Supplies Ltd. will not sell your information to an unrelated third party except with your consent. We may share your information to fulfil the provision of products or services on your behalf, such as sending your address details to our third party delivery companies, IT companies and credit rating agencies. There may also be circumstances in response to any government or regulatory agency request, to co-operate with law enforcement agencies, emergency or security services where there is potential fraud or harm to an individual or organisation. Service providers acting on our behalf shall be obliged to comply with this Notice and adhere to confidentiality requirements and will only receive access to your personal information as necessary to perform their functions. In the event of a merger, acquisition, or other reorganization or sale of our business or assets, we may share or transfer your information, where the recipient will be required to use the information in accordance with this Notice.

We may share your information for marketing purposes with companies within the Group or selected trusted third parties who can demonstrate strict adherence to standards on data use and security, and who supply products and services that we think may be of interest to you.

### Marketing

We would like to send you information about products and services of ours and other companies in our group which may be of interest to you. This may be via email, post, SMS, telephone or by a personal visit.

If you have consented to receive marketing you may opt out a later date. You have the right at any time to stop us from contacting you for marketing purposes or giving your information to other members of the Group.

If you no longer wish to be contacted for marketing purposes please contact us via the website or by email to [customerservices@scichem.com](mailto:customerservices@scichem.com), or by post at the address below.

### Retention, Access to your information and Correction

We keep data at least as long as required by applicable law, and sometimes for a longer period. You have the right to request a copy of the information that we hold about you by making a Subject Access Request (SAR). We will make reasonable efforts to respond promptly to such requests in accordance with applicable laws. In normal





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circumstances an organisation will not be able to charge for a Subject Access Request (SAR) under the GDPR unless the request is “manifestly unfounded or excessive”.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. If we agree there is not a “legitimate interest” in retaining the information then any data about you will be removed and deleted.

If you would like a copy of some or all of the information please email us at [dataprotection@scichem.com](mailto:dataprotection@scichem.com).

### Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information please visit our website.

You can set your browser not to accept cookies and you can also remove cookies from your browser at any time. However in a few cases some of the website features may not function as a result.

### Information Security

We take commercially reasonable technical, physical, and organizational steps to safeguard any information you provide to us. This includes protecting it from unauthorized access, loss, misuse, or alteration. Although we take reasonable security precautions, no computer system or transmission of information can ever be completely secure or error-free, and you should not expect that your information will remain private under all circumstances. It is your responsibility to safeguard any passwords, ID numbers, or similar individual information associated with your use of our websites.

### Changes to our Privacy Notice

We keep our Privacy Notice under regular review and we reserve the right to change this Notice from time to time and at our sole discretion. Updates will be published on our websites.

This Privacy Notice was last updated in line with the requirements of the new legislation introduced on 25<sup>th</sup> May 2018.

### How to contact us

Please contact us if you have any questions about our Privacy Notice or information we hold about you or your organisation.

By email: [dataprotection@scichem.com](mailto:dataprotection@scichem.com)

By post:

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Philip Palser  
Chief Technology Officer

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