

Privacy Policy & Data Protection Policy

A) INTRODUCTION

1. VitrA (UK) Limited are committed to protecting and respecting your privacy.
2. This policy sets out:
 - a. what personal data (“information”) we collect from you when you use our website or services;
 - b. How we collect and use that information; and
 - c. How you can contact us if you wish to exercise any of your rights in the information.

B) INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following information about you:

1. Information that you provide to us when filling in forms on our websites or that you provide when you contact us. This may include your title, first name, surname, business address, business telephone number(s), business email address(es), and in certain circumstances details of payment methods used by your place of employment. This information may be given:
 - a. when you contact us with queries, complaints or a request for information;
 - b. when you respond to surveys that we may conduct, and you have agreed to be contacted;
 - i. When you visit our website details of your visits, how you use our site and the resources that you access on our site may be recorded as explained in our cookie policy.

C) WHERE WE STORE YOUR PERSONAL INFORMATION

1. Other than as set out in C2) the information that we collect from you will be stored in the European Economic Area (“EEA”).
2. In order to respond to your complaints or administer requests made by you we may engage third party processors to process the information contained in your correspondence. These processors are sometimes located outside of the EEA. We will take such steps as are required by law to ensure that suitable safeguards are in place when any information is transferred to other countries.
3. Any payment card transactions will be processed securely, the suppliers that we use to process payment card transactions operate in accordance with the PCI DSS industry standard payment card security process to ensure that your online purchases are secure.
4. Please note: where you use a password on any website we provide it is your responsibility to keep that password confidential.

D) USES MADE OF THE INFORMATION

1. We may use information held about you in the following ways:
 - a. To notify you about changes to our products;
 - b. To make and receive any payments necessary between us;
 - c. To carry out our obligations arising from any contracts entered into between you and us;
 - d. For customer service, running our business and improving our services;
 - e. To provide you with details of our services, information, newsletters, and details of promotions and offers which we feel may interest you;
 - f. To enhance your experience of our website, as described in our cookie policy;
 - g. To share with our suppliers where this is required by our processes; and
 - h. If you do not want us to use your information for marketing purposes please make sure that you indicate this by using the tick box when you sign up to our website.

E) COOKIES AND INTERNET TAGS

1. Cookies are small data files that are placed onto the hardware device which you use to browse the internet by websites that you visit. Cookies contain information about your visits to that website and the purpose of cookies is to enable our websites to remember you, and your browsing habits, when you visit it again in the future. Details of how we use cookies can be found in our Cookie Policy.
2. We may also use Internet tags in combination with cookies on our website, and may develop these tags through a third-party advertising partner. We use this technology to help us analyse the effectiveness of our advertising campaigns. The third-party partner may be able to collect anonymous aggregated data about visitors to other sites, because of these Internet tags and cookies.

F) MONITORING

1. To ensure that we have an accurate record of dealings between us (and for training purposes) we may, in certain circumstances, record and or monitor telephone calls however you will always be forewarned when this is to happen.

G) DISCLOSURE OF YOUR INFORMATION

1. From time to time we may disclose your personal information to other companies that are also subsidiaries of Eczacıbaşı Group.
2. We may disclose your personal information to third parties:
 - a. To process payment card transactions;
 - b. To respond to your complaints or administer requests made by you;
 - c. In the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets;
 - d. If we or substantially all of our assets are acquired by a third party, in which case personal information held by it about its customers will be one of the transferred assets; and

- e. If we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or to protect the rights, property, or safety of our other customers, or other individuals. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

H) YOUR RIGHTS

1. You have the right to ask us not to process your personal information for marketing purposes. We will usually inform you (before collecting your information) if we intend to use your information for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your information.
2. Our site may, from time to time, contain links to and from third party websites. Please note we are not responsible for how these sites use your information and, if you wish to understand how they do, please consult the privacy policy of the relevant website.

I) ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

J) CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on our website page and, where appropriate, notified to you by e-mail.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Company Secretary, VitrA (UK) Limited, Park 34, Collett, Didcot, Oxford, Oxfordshire, OX11 7WB.