

## Privacy Policy Statement

Effective as of 25/05/2018

This is the Privacy Policy Statement Osteotec Ltd. Our address is 9 Silver Business Park, Airfield Way, Christchurch, BH23 3TA, Dorset, UK.

Osteotec Ltd is committed to protecting and respecting your privacy in accordance with the E.U. General Data Protection Regulation and other applicable laws.

### 1. Information about Osteotec's Processing of Personal Data

Osteotec Ltd is the data controller of the personal data to which this Privacy Statement applies. Osteotec Ltd processes your personal data based on the following lawful bases:

#### a. To Perform a Contract

Osteotec Ltd processes your personal data for the following purposes in order to perform our contractual obligations to you:

- processing the orders that you place with us for goods and services;
- processing your payments to us; and
- notifying you about the status of your purchases.

#### b. Based on our Legitimate Interests

Osteotec Ltd also processes your personal data based on Osteotec 's legitimate interest in:

- maintaining a record of customers who have purchased from us for as long as we determine is reasonably necessary to operate our business efficiently by balancing the risks of long-term storage of personal data against the costs of deleting personal data which may be useful for efficiently conducting future business;
- keeping accurate financial records for accounting and audit purposes; and
- to comply with our legal and regulatory obligations.

### 2. Details about Osteotec's Processing of Personal Data

#### a. Categories of Personal Data Collected

Osteotec Ltd processes the following categories of personal data:

- Contact information, including phone number, mailing address, billing address, email address, and job titles;
- Shipping information for delivery of the products you purchase from us;
- Billing information (including bank and/or credit card information);
- Transactional information, including historical data about your purchases from us

#### b. Transfers of Personal Data to Third Parties

Osteotec Ltd may also disclose your personal information to third parties in the following circumstances:

- to meet any applicable law, regulation, legal process, or enforceable governmental request;
- to enforce applicable terms of service or terms of sale;
- to detect, prevent, or otherwise address fraud, security, or technical issues;



- to protect against harm to the rights, property or safety of Osteotec Ltd, our customers, or the public as required or permitted by law;

#### c. Data Retention

With respect to personal data that Osteotec Ltd processes in order to fulfil our contractual obligations and based on our legitimate interests (as described above), Osteotec Ltd will retain such data for as long as necessary to fulfil the purposes of the processing.

Of course, you may revoke your consent at any time by notifying us at [sales@osteotec.co.uk](mailto:sales@osteotec.co.uk).

### 3. Your Rights

Under the GDPR, you have the following rights with respect to your personal data which Osteotec Ltd processes:

- The right to access your personal data;
- The right to rectify your personal data where it is incorrect or incomplete;
- The right to erase your data if certain grounds are met;
- The right to restrict or suspend our processing of your personal data;
- The right to complain to a supervisory authority about our processing of your personal data;
- The right to data portability;
- The right to withdraw the consent you have previously given to our processing of your personal data; and
- The right to object to our processing of your personal data for direct marketing purposes.

If you refuse to provide us with personal data comprising your contact information, shipping information, and/or billing information, we may refuse to do business with you because we will not be able to fulfil our contractual obligations to you in connection with your purchase of products from us.

### 4. Contact Information

If you want to exercise any of your legal rights, or if you have any questions about Osteotec's processing of your personal data, you may contact us by emailing us a [sales@osteotec.co.uk](mailto:sales@osteotec.co.uk) or by telephone at 01202 487885.