

PRIVACY POLICY

Clydesdale Pharma understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, Clydesdalepharma.com ("Our Site") and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. You will be required to read and accept this Privacy Policy when signing up for an Account. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately and not submit any emails or online enquiries.

Your new rights under the GDPR are set out in this notice but will only apply once the GDPR becomes law on 25th May 2018.

The administrator of the website is Tadley Health Ltd, Rourke House Rourke House, Watermans Business Park, The Causeway, Staines-Upon-Thames, TW18 3BA.

If you have any questions regarding our Privacy Policy remember that you can contact us at any time by writing us an e-mail to contact@tadleyhealth.com

ABBREVIATED VERSION – KEY INFORMATION

We care about your privacy and value your time. That is why we have prepared a short version of the most important rules related to privacy protection.

- By simply contacting us, you provide us with information about you that includes your personal data. We guarantee that your data will remain confidential, secure and will not be made available to any third party without your explicit consent.
- We use Google tools and APIs that collect anonymous information about your visits through marketing cookie, used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers. The purpose of the Google LLC cookies is to registers a unique ID that identifies a returning user's device. The ID is used for targeted ads.
- We use SendGrid mailing system which involves the use of SendGrid Inc. cookies for the mailing service. SendGrid adhere to the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework (collectively the "Privacy Shield") as set forth by the U.S. Department of Commerce regarding the collection, use and retention of personal information from the EEA and Switzerland. SendGrid, Inc. and its group of companies ("SendGrid", "Us", "Our" or "We") commits to apply the Privacy Shield Principles to all personal information received in the United States from the EEA and Switzerland in reliance on the Privacy Shield. For details refer to SendGrid Privacy Policy

If the above information is not enough for you, you will find further details below.

PERSONAL AND BUSINESS DATA

The Administrator of your business and personal data, in accordance with the Act on the Protection of personal data, is Tadley Health Ltd, Rourke House Rourke House, Watermans Business Park, The Causeway, Staines-Upon-Thames, TW18 3BA.

What data we collect?

Depending upon your use of Our Site, We may collect some or all of the following personal and non-personal data (please also see section 13 on Our use of Cookies and similar technologies).

- [name;]
- [business/company name]
- [Business credential – licences details;]
- [contact information such as email addresses and telephone numbers;]
- [demographic information such as post code, preferences, and interests;]
- [Any detailed documents you decide to email to us.]

Purposes, legal bases and specified period of personal data processing are described separately for each purpose of data processing (see the provisions below for a detailed description of the different purposes of data processing).

You have the following rights concerning our processing of your data:

- the right to request access to your personal data as well as its rectification, removal or restriction of processing,
- the right to object to the processing,
- the right to transfer data,
- the right to withdraw consent for the processing of personal data for a specific purpose, if such consent has been previously given,
- the right to bring a complaint to the supervisory authority in connection with the processing of personal data.

The above mentioned rights can be exercised in accordance with the rules described in art. 16 - 21 of GDPR, by writing us an e-mail to the address contact@tadleyhealth.com. We may refuse to exercise certain rights from those indicated above in a situation where the implementation of a given right would be in conflict with the legitimate purpose of the data we process. For example, we may refuse to delete personal data specified in your order until the expiry of the limitation period for claims under the concluded contract.

Providing personal data is always voluntary, but necessary in order to contact us. WE DO NOT STORE YOUR PERSONAL DATA IN ANY SERVER OR DATABASE HOSTED BY US. We guarantee the confidentiality of any personal data made available to us. We ensure that all security measures and personal data protection required by provisions of the Act on the Protection of personal data are taken. Personal data is collected with due diligence and adequately protected against access by unauthorized persons.

We entrust the processing of data to the following entities:

- SendGrid Inc. in order to use the SendGrid mailing system. Don't worry though. SendGrid adhere to the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework (collectively the "Privacy Shield") as set forth by the U.S.

COMPLAINTS

If you submit a complaint, you provide us with data contained therein. We process this data in order to complete the complaint procedure. In this case, the legal basis for the processing of your personal data is the fulfilment of our legal obligations related to the complaint procedure.

E-MAIL CONTACT

By contacting us through e-mail, you provide us with your e-mail address which shall be associated with the sender. What is more, in the message you can include other personal information. In this case, the legal basis for the processing of personal data is your consent resulting from initiating contact with us. Your personal data provided as part of an e-mail is processed only to respond to your inquiry. The content of the correspondence may be archived.

COOKIES AND TRACKING TECHNOLOGIES

Our website, like almost all other websites, uses cookies to provide you with the best browsing experience. Cookies are small pieces of text information stored on your end device (computer, tablet, smartphone) that can be read by our system.

Cookies allow us to:

- ensure the proper and expected functioning of the website,
- remember you logging into your account each time you visit the website,
- remember your settings during and between visits to the site,
- ensure proper functioning of the support and sales process,
- improve the speed and security of the website,
- use analytical tools,
- use comments system,
- use marketing tools.

More details can be found below.

AGREEING TO COOKIES

When you visit the website for the first time, you are shown a message about the use of cookies. Accepting and closing this message means that you agree to the use of cookies in accordance with the provisions of this privacy policy. You can always withdraw your consent by deleting cookies and changing cookie settings in your browser. However,

remember that disabling cookies may cause difficulties in using our website as well as many other websites that use cookies.

FIRST-PARTY COOKIES

There are two types of cookies: first-party cookies and third-party cookies. We use first-party cookies in order to ensure proper functionality of the website, and for the following purposes:

- proper operation of the cart and the ordering process,
- determining if you are logged in or not,
- remembering your login,
- recording the acceptance of the Terms of Service,
- providing support.

Third-party cookies

Our website, like most of today's websites, uses functions provided by third parties which involve the use of third-party cookies. The use of these types of files is described below.

Analysis and statistics

We use cookies to track website statistics, such as number of visitors, the type of operating system and of the web browser used to browse the website, time spent on the website, visited subpages, etc. For this purpose we use Google Analytics. In this regard, collected information is completely anonymous and does not allow your identification. For this purpose, Google LLC cookies are used for the Google Analytics service.

The use of Google Analytics services involves the implementation of the tracking code provided by Google into our website's code. This code is based on cookies but may also use other tracking technologies. Details related to the use of information collected by Google as part of our use of Google Analytics as part of our site can be found here: [google policy partners](#)

SERVER LOGS

Use of the Website involves sending queries to the server on which the Website is hosted. Each query sent to the server is stored in server logs. Logs include User's IP address, server date and time, browser and operating system information. Logs are saved and stored on the server. Data stored in the server logs is not associated with specific entities using the Website and is not used by the Administrator to identify any User. Server logs are stored solely for the purposes of administration of the Website. Their content is not revealed to any other entity beside persons authorized to administer the server.