

Privacy Policy

Effective Date: 1st September 2025

Last Updated: 1st September 2025

CarbonNil Medical is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our website, products, or services in compliance with the **UK GDPR**, the **Data Protection Act 2018**, and other relevant laws.

Data Controller

CarbonNil Medical, with registered offices at 1 Heath Farm Lane, St Albans, Herts, AL3 5AE, e-mail address info@carbonnilmedical.co.uk, will collect and process your information as controller of the database.

1. Information We Collect

We may collect and process the following information:

- **Personal details:** name, email address, phone number, address.
 - **Account information:** login details, preferences, and settings.
 - **Technical data:** IP address, browser type, device information, operating system, cookies, and usage data.
 - **Communications:** any correspondence you send to us.
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2. Data Submitted by you

You may visit our website without registering or submitting any personal information. However, you may be submitting personal information to us through contact forms or through a registration page. If you register or submit personal information, for example to receive e-mail updates, we will collect personal information that you have provided, such as your name, address, telephone number, e-mail address etc. when it is voluntarily submitted to us. It will be clearly indicated if and when we collect such information from you.

3. How We Use Your Information

We process your personal data for the following purposes:

- To provide, maintain, and improve our services.

- To respond to enquiries and provide customer support.
 - to comply with local laws, for example reporting adverse event information
 - To send updates, newsletters, or marketing (where permitted).
 - To comply with legal obligations and prevent fraud.
 - We use aggregate information, which does not identify individuals, to monitor customer traffic patterns to the website and particular pages, as well as site usage, in order to help us improve the design and layout of the content
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4. Legal Basis for Processing

We rely on one or more of the following lawful bases:

- **Contract** – processing necessary to perform our contract with you.
 - **Consent** – where you have given clear consent.
 - **Legal obligation** – to comply with the law.
 - **Legitimate interests** – for business operations that do not override your rights.
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5. Sharing Your Information

We do not sell your personal data. We may share it with:

- Trusted service providers (e.g., payment processors, hosting providers, delivery services).
 - Regulators, law enforcement, or legal advisors when required by law.
 - Business partners or successors in the event of a merger, sale, or transfer.
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6. International Transfers

The level of legal protection for personal data is not the same in all countries and may not provide the same level of protection as the data protection laws in the European Economic Area (EEA) or of the country in which you live. In case of such transfer, CarbonNil Medical will take reasonable efforts and security measures in an effort to keep your information secure, and CarbonNil Medical is responsible to ensure that the transfer takes place in accordance with this Privacy Policy and applicable laws.

7. Data Retention

We will retain your information only for the period necessary to fulfil the purposes outlined in this Privacy Policy or the period to which you have consented, unless a longer retention period is required by law.

8. Your Rights

Under UK data protection law, you have the right to:

- Access your personal data.
 - Request correction of inaccurate data.
 - Request deletion of your data ("right to be forgotten").
 - Restrict or object to processing.
 - Request data portability.
 - Withdraw consent (where processing is based on consent).
 - Lodge a complaint with the **Information Commissioner's Office (ICO)** at www.ico.org.uk.
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9. Cookies

We use cookies and similar technologies to improve user experience, analyse traffic, and personalise content. You can manage cookies through your browser settings. For more details, see our **Cookie Policy**.

10. Links to other sites

This website contains links to sites that we believe may offer useful information for our website visitors. This Privacy Policy and the obligations under it do not apply to such websites. We suggest contacting those websites directly for information on their privacy, security, data and collection policies. CarbonNil Medical cannot be held liable for any actions by or content provided by such third-party websites.

11. Security

We implement technical and organisational measures to protect your data against unauthorised access, loss, or misuse. However, no method of transmission over the internet is 100% secure.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

13. Contact Us

If you have any questions or requests regarding this Privacy Policy, please contact us:

Email: info@carbonnilmedical.co.uk