

Privacy and Cookie Policy

1. Introduction

“User/you” refers to the individual/organisation using the Site

“Site” refers to www.researchid.co.uk

Research ID Ltd (“we” or “us” or “our”) is committed to respecting and protecting the privacy and personal information of our website visitors.

For the purpose of the UK General Data Protection Regulation and the Data Protection Act 2018, the data controller is Research ID, company number 14692336 at registered office 39 Dunstanburgh Road, Craster, Alnwick, Northumberland, NE66 3TT

This privacy policy sets out the general categories of data we may process, the purpose for which this personal data may be processed, and the legal basis of this processing.

By using this Site, you consent to the use of cookies in accordance with the terms detailed below.

2. What personal data we collect

Information you give us:

- Your contact or business contact information, such as name, address, delivery address (if different) phone number and email address.
- Payment is normally by BACS but may be processed over the phone by credit or debit card. Card details are entered directly into the payment services provider’s site and are not recorded. Please do not email your card details to us.

We may automatically collect information when you interact with us through our website, or through email correspondence.

3. The purpose for which personal data may be processed

Research ID Ltd processes personal data for the core business purposes of fulfilling orders and for our accounts and records.

We use personal data to respond to queries submitted by phone, email, or via our website contact form.

We may also collect personal data to assist in customising the site and improving the user experience.

From time to time, we may use personal data to provide you with information about a new product or offer through marketing communications. Where required we will ask for your consent to do so.

We process this data on the basis of our legitimate interest.

4. Security and providing data to others

Technical and organisational precautions are taken to protect and prevent the loss of and misuse of a user's personal data. Personal data is stored in secure record-keeping systems.

Financial transactions are handled by our payment services provider, Barclays. We will share transaction data with our payment services provider only to the extent necessary for the purposes of processing your payments, refunding such payments, and dealing with complaints and queries as such. You can find information about the payment service provider's privacy policies and practices [here](#).

Personal data is provided to third parties in order for them to fulfil supply of goods and courier services. Only data necessary for this service to be provided will be transferred securely by electronic means. Third parties act as their own data controller.

5. Retention of data

We will only retain your personal information for as long as it is necessary to fulfil the purpose for which it was collected, e.g., for accounting requirements.

7. Cookie Policy

A cookie is a small text file that is downloaded onto 'terminal equipment' (e.g., a computer or smartphone) when the user accesses a website. It allows the website to recognise that user's device and store some information about the user's preferences or past actions. A cookie will normally contain the name of the domain from which the cookie has come, the 'lifetime' of the cookie, and a value, which is usually a randomly generated unique number.

When you visit our website, we may use cookies to assist in customising the site and improving the user experience.

We will ask for the user's permission to place cookies or other similar technologies on the device, except where they are essential for us to provide a service which has been requested.

Our site uses necessary cookies, without which the site will not work properly or be able to provide certain features and functionalities.

Cookies do not in themselves present a threat to privacy. They can only be used to store information that the user has volunteered or that the web server already has. Some data will be aggregated or statistical, which means that we will not be able to identify users individually.

The following types of cookies may be used when you visit Research ID Ltd:

Advertising – These cookies do not gather any personal information about you as they are linked to a computer.

Analytics Cookies - They monitor how users reach, interact, and move around the site. These cookies let us know what features on the site are working well and what could be improved.

Personalization Cookies - Used to recognize repeat visitors to the Site. We use these cookies to record browsing history, visited pages, and your settings and preferences when you visit the site.

Security Cookies - These help to identify and prevent security risks. We use these cookies to authenticate users and protect user data from unauthorized parties.

Most browsers are set to accept cookies by default. However, you can remove or reject cookies in your browser's settings. If you block cookies, you may not be able to use all the features of our website.

To find out further information about cookies check your browser or device settings, or you can visit the International Commissioner's Office (ICO) [here](#), All About Cookies [here](#), or Network Advertising Initiative's Opt-Out Tool [here](#).

This Cookie Policy is incorporated into our Privacy Policy. By using the site, you agree to be bound by this Cookie Policy and our Privacy Policy.

8. Contact us

If you have any queries, please contact us on:

Tel: +44 (0) 1665 661302

Email: support@researchid.co.uk

(For returns/repairs please email us for our distribution address).

9. User rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at support@researchid.co.uk if you wish to make a request.

10. Amendments

From time to time, we may update this privacy and/or cookie policy and any changes will be published on our website at www.researchid.co.uk

Website users should check this page to read the full privacy policy and ensure they are happy with any changes. Any changes or modifications will be effective immediately upon posting the updated Privacy/Cookie Policy on the site, and you waive the right to receive notice of each such change.

Date of last review: 20/03/2023