

## **Introduction**

Chilford Pharma is committed to an individual's right to protect and control their personal data.

This Privacy Policy details how we collect, manage and use personal data about you during and after engagements with us, in accordance with the 2018 General Data Protection Regulation (GDPR) 2016/679.

Chilford Pharma is a Data Controller, which determines the purpose and means of processing personal data.

## **Where we obtain your information**

Information is collected through the following sources:

- E-mails or telephone calls received regarding requests for business services.
- Electronic messaging services (including social media sites) regarding requests for business services.
- Provision of business cards for the reason of conducting future business.
- Contracts and agreements.
- Customer set up and customer management processes.
- Supplier set up and supplier management processes.
- Provision of controlled documents and policies in relation to business operations.
- Requests, information and instructions provided by customers and suppliers, and their third parties.
- Chilford Pharma website.

## **What information we collect**

Chilford Pharma only collects personal data that is required to perform its business activities.

The following personal data can be collected:

- Name
- Title
- Job role
- Company name
- Business address
- E-mail address
- Telephone number
- Details of any enquiries
- Contract and agreements data
- Training data

Data may be collected about you through our website, including the use of cookies. Web traffic, identification of users, user location, IP address and user preferences may be collected. Personal data may be provided by you when making enquiries through our website or collected automatically when you use our website.

## **How we use your information**

Chilford Pharma uses your personal data to:

- Highlight business services that may be of interest to individuals and their organisations.

- Respond to requests for services or information.
- Provide training and education programs and communication.
- Provide business improvement services, information and communication.
- Provide industry news and updates.
- Perform essential business operations and transactions.
- Generate controlled documentation requested by customers, partners and suppliers.
- Manage and adhere to contracts and agreements.
- Updates to Chilford Pharma's policies and service provisions.

Where you contract with Chilford Pharma for the provision of business services, we will use your information to establish and maintain you as a customer.

Any use of cookies by our website, or any third party services, serves to monitor web traffic, identify users, user location and preferences and the use of analytics. This information is used for the sole purpose of providing the services required by the user and improving products and services.

### **Why we use your information**

Personal data is used by Chilford Pharma so it can conduct its business operations, meet its customer, partner and supplier requirements, comply with its legal and contractual requirements and to provide awareness to individuals about business services which may be beneficial for you and the organisation you work for.

### **Lawful basis for processing data**

Chilford Pharma selects the lawful basis for processing, which is in the best interest of individuals, permits the functioning of the business and to comply with legal requirements.

Individual data is processed under the following lawful bases:

- Consent
- Contracts
- Legal obligation
- Legitimate interests

### **Sharing information**

Chilford Pharma does not share any personal data on individuals with any third parties.

We may store and manage personal data using secure third party software and file storage solution suppliers.

We may share your data with government agencies and other authorities to meet any legal and regulatory requirements.

### **Processing your information outside the European Economic Area**

All countries within the European Economic Area, including the UK follow similar standards with regards to data protection. Chilford Pharma, its partners or suppliers do not hold any personal data outside the European Economic Area.

### **Security of your information**

Chilford Pharma takes the security of personal data very seriously and takes appropriate electronic, physical and system security measures to protect personal data from unauthorised access or disclosure.

### **How long we keep your information**

Personal data is retained until data ceases to have a business purpose or until there is a request from an individual to delete or transfer their data. Upon request, data can be deleted or transferred to individuals.

We may retain records of communication such as e-mails where you have provided instructions to Chilford Pharma, unless there is a request from an individual to delete such data.

### **Monitoring and recording of your information**

We may monitor, record, store and use any telephone, email or other communication with you in order to maintain a record of any instructions given to us.

### **Access to your information**

By law you are entitled to know what personal data we hold about you and to whom it has been disclosed. Individuals have the right to access their information at any time by contacting [info@chilfordpharma.com](mailto:info@chilfordpharma.com). You can ask for corrections to your data, deletion of unnecessary or outdated data, to stop processing data or to delete or transfer all data.

### **Updates and Changes**

We will keep the Privacy Policy under review and may update this policy from time to time without prior notice. Individuals will be notified of any relevant change to the privacy policy.