Privacy and Cookie Policy

Last Updated: September 2026

Indowud Europe Limited (“we”, “us”, or “our”) operates **www.indowud.eu**. We are committed to protecting your personal data and respecting your privacy in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **EU GDPR**, and the **Data Protection Act 2018**.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, subscribe to our mailing list, or order product samples.

➡️ 1. Information We Collect

We may collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our products.

- **Identity & Contact Data:** This includes your name, company name, email address, postal address (for sample deliveries), and phone number when you fill out our contact or sample request forms.
- **Subscription Data:** Your email address when you sign up to access our brochures, technical documents, or marketing updates.
- **Technical & Usage Data:** Information collected automatically via cookies, such as your IP address, browser type, operating system, referral source, pages viewed, and the times of your visits.

➡️ 2. How We Use Your Information

We process your personal information based on legitimate business interests, the fulfillment of a contract with you, or your explicit consent. We use your data to:

- Provide, operate, and maintain our website.
- Process and deliver **sample orders** you have requested for testing.
- Send you brochures, technical updates, and marketing communications if you have subscribed to our mailing list.
- Analyse website traffic and user behavior to optimize your browsing experience.
- Comply with legal and regulatory obligations.

➡️ 3. Cookie Policy

Our website uses cookies to enhance performance and analyze traffic.

- **Analytics Cookies:** By accepting our cookie banner, your browsing data is aggregated with other user data to help us understand how visitors interact with our site.
- **Your Choice:** You can choose to **Accept** or **Decline** cookies via the banner on our website. You can also modify your browser settings to refuse cookies, though this may alter how certain parts of the site function.

➡️ 4. Data Sharing and Transfers

We do not sell, rent, or trade your personal data to third parties. We may share your information only under the following circumstances:

- **Third-Party Service Providers:** We may share data with trusted vendors who assist us with email delivery (e.g., newsletter platforms), analytics, or sample courier shipping.

- **Legal Obligations:** We may disclose data if required by law, regulation, or court order.
- **International Transfers:** As Indowud NFC operates globally (including Asia, the USA, and Australia), any cross-border data routing necessary for business logistics will be strictly protected using standard contractual clauses approved by the UK and European data authorities.

➡️ 5. Data Security & Retention

We implement appropriate technical and organizational security measures to protect your personal data from unauthorized access, alteration, or disclosure. We retain your personal data only as long as necessary to fulfill the purposes outlined in this policy, or to comply with statutory legal requirements.

➡️ 6. Your Data Rights

Depending on your location (UK or EU), you hold the following statutory rights regarding your personal data:

- The right to **access**, update, or delete the information we hold on you.
- The right to **rectify** inaccurate or incomplete data.
- The right to **object** to or restrict our processing of your data.
- The right to **withdraw consent** at any time (e.g., unsubscribing from newsletters via the link provided in our emails).

➡️ 7. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your data rights, please contact us at **Indowud Europe Limited** via our website's designated contact channels.
