

Website Privacy Notice

Thank you for visiting our website. This Privacy Notice sets out the basis on which Eurofins' website users ("you") personal data provided through Eurofins (defined below under controller information) web forms will be processed by Eurofins.

Please read the following carefully to understand Eurofins practices regarding your personal data and how Eurofins will treat it. If you have any questions regarding this Privacy Notice or if you want to lodge a request in relation to your personal information, please contact us via our contact point:

- Data Protection Officer – Paul Kane
- dpo@ctie.eurofinseu.com

Controller information

The person in charge of the control of any information obtained through this web form (referred hereinafter as the "controller" or "Eurofins" or "we") is:

Eurofins Clinical Diagnostics UK Limited, 90 Priestley Road, Surrey Research Park, Guildford, Surrey GU2 7AU (Registered Office Address: i54 Business Park, Valiant Way, Wolverhampton WV9 5GB). Registered in England No: 5900958

What personal information do we collect and how?

We collect the personal information which is requested in our web forms and that you agreed to give us.

Such personal information usually consists of:

- data about your identity such as your last name, your first name;
- data about your occupation such as the name of your company;
- information on how to contact you such as your e-mail address and phone number;
- data about your business interests.

You should only give us the personal information requested in the web forms and if you do not agree to provide us with this information, you must not fill in the web forms. However, if you want to enter into a business relationship with us, you should provide us with the information necessary to enter into the relevant contracts and perform the relevant services.

We also use the user-behaviour tracker tool available on our CRM software (e.g. MailChimp) enabling us to know for example if you opened a newsletter or clicked on a link in order to optimise the content of our newsletters and their usability.

Why do we use personal information about you?

We may use the information we collect through the web forms for the following purposes:

- Contact you in any means provided.
- Provide, administer and communicate with you about products, services, events, surveys and promotions by Eurofins or our affiliates (including by sending you marketing communications and newsletters);
- Give you the possibility to attend seminars and trainings.
- Process, evaluate and respond to your requests and enquiries (including quote requests, documentation requests, free tests requests), inquiries and applications (including for volunteer testing);
- Create, administer and communicate with you about your account (including any purchases and payments).
- Provide investor and customer services.
- Evaluate your interest in employment (including current or future job positions) and contact you regarding possible employment.
- Enter into a business relationship with you.
- Ensure customers satisfaction through sending customers surveys.
- Comply with laws and obligations we are subject to;
- Maintain our software;
- Gathering statistics on your responsiveness towards our emails;
- Be able to make your rights described below exercisable.

We also may use personal information for additional purposes. We will identify these additional purposes at the time of collection if any.

Which processing ground(s) do we rely upon for processing your personal information?

In order to process your personal data, depending on the situation, we rely on:

- For legitimate interests (not for sensitive data).
- Ensure performance of a contract entered into with your employer.
- Reply to your orders and inquiries.
- Recruiting of candidates to fill in any of our present or future job vacancies within one of the companies of the Eurofins group.
- Prevention of fraud.
- Direct marketing.
- The necessity for the establishment, exercise or defense of legal claims.
- Transfer of information within the group for administrative purposes.
- Maintenance (including but not limited to bug fixes) of our database.
- Legal obligations (regarding sensitive data, only legal obligations in the field of employment and social security law).
- Contract performance, including the continuous improvement of the services provided under such contracts.
- Your consent.

If you give us your consent to process your personal information for a specific purpose, can you withdraw it afterwards?

Yes, you can withdraw your consent in full or in parts at any time by changing your preferences through a link provided in all emails footer or by contacting our contact point indicated above.

Who your personal information will be transferred to?

Your personal data might be transferred to any Eurofins affiliates (which can be found at <https://www.eurofins.com/>). We do not sell or otherwise disclose personal information about you to third parties except as described below:

- to trusted businesses or persons to process your personal information for us, based on our instructions and in compliance with applicable privacy laws and regulations.
- to service providers we have retained to perform services on our behalf.
- to companies, organisations, or individuals outside of Eurofins if we have a good reason to believe that access, use, preservation or disclosure of the information is reasonably necessary to:
 - execute and enforce contractual terms.
 - meet any applicable law, regulation, legal process, or enforceable governmental request.
 - detect, prevent, or otherwise address fraud, security or technical issues.
 - protect against harm to the rights, property or safety of Eurofins, our users or the public as required or permitted by law.
- to regulatory or law enforcement agencies if we believe in good faith that we are required by law to disclose it in connection with the detection of crime, the collection of taxes or duties, to comply with any applicable law or order of a court of competent jurisdiction, or in connection with legal proceedings.
- to third parties as part of a merger, acquisition, or bankruptcy, in the event we sell or transfer all or a portion of our business or assets (including through bankruptcy).

Will your personal information be transferred outside the UK and or European Union?

Your personal data might be transferred outside the UK and or EU in case one of the recipients stated above is located outside the EU and only to countries for which:

- the European Commission has issued an adequacy decision (which guarantees that an adequate level of protection of personal data is offered in that country).
- you have given explicit consent.
- appropriate safeguards have been provided, such as standard data protection clauses.

Which rights do you have over your personal information?

You have the right to ask for:

- **The right to access** – You have the right to request Eurofins for copies of your personal data.
- **The right to rectification** – You have the right to request that Eurofins correct any information you believe is inaccurate. You also have the right to request Eurofins to complete the information you believe is incomplete.
- **The right to erasure** – You have the right to request that Eurofins erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that Eurofins restrict the processing of your personal data, under certain conditions.

- **The right to data portability** – You have the right to request that Eurofins transfer the data that we have collected to another organization, or directly to you, under certain conditions.

You also have the **right to object** to the processing of your data and to complain to the relevant national data protection authority in case these rights are not complied with. An overview of the national data protection authorities is available at the following link:

- http://ec.europa.eu/newsroom/article29/item-detail.cfm?item_id=612080 or for UK please contact dpo@ctie.eurofinseu.com

How long will we keep your data for?

Your personal data will be stored for a limited period of time, determined with regards to the necessity to keep them in order to serve the purposes for which they have been collected and processed, as listed above.