

Privacy policy

Please read this privacy policy carefully

This privacy policy applies between you, the User of the Biorelate website, product, API or other service (collectively, the Products) and Biorelate Limited, the owner and provider of the Products. Biorelate Limited takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Products.

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data

- Collectively all information that you submit to Biorelate Limited via the Products or which is collected by us or a third party in the course of you using our Products. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws.

Data Protection Laws

- Any applicable law relating to the processing of personal Data, including but not limited to the GDPR, and any national implementing laws, regulations and secondary legislation.

Biorelate Limited, we or us

- Biorelate Limited, a company incorporated in England and Wales with registered number 09087514 whose registered office is at Unit 9 Williams House Lloyd Street North, Manchester Science Park, Manchester, England, M15 6SE.

User or you

- Any third party that accesses the Products and is not either (i) employed by Biorelate Limited and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Biorelate Limited and accessing the Products in connection with the provision of such services.

Website

- The website(s) controlled by Biorelate, including at www.biorelate.com, and any sub-domains (unless expressly excluded by their own terms and conditions).

Product

- Any Website, product, API or other service made available by Biorelate which involves the collection and/or processing of Data.

2. In this privacy policy, unless the context requires a different interpretation:

- The singular includes the plural and vice versa.
- References to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy.
- "Including" is understood to mean "including without limitation".
- Reference to any statutory provision includes any modification or amendment of it.
- The headings and subheadings do not form part of this privacy policy.

Scope of this privacy policy

3. This privacy policy applies only to the actions of Biorelate Limited and Users with respect to the Products. It does not extend to any third party websites, products or services that can be accessed from any Product including, but not limited to, any links we may provide to social media websites.

4. For purposes of the applicable Data Protection Laws, Biorelate Limited is the "data controller". This means that Biorelate Limited determines the purposes for which, and the manner in which, your data is processed.

Data collected

5. We may collect the following Data, which includes personal Data, from you or, where you are an employee or officer of one of our customers, via that customer:

- Name.
- Contact Information such as email addresses and telephone numbers.
- IP address (automatically collected).
- Web browser type and version (automatically collected).
- Operating system (automatically collected) in each case, in accordance with this privacy policy.

How we collect data

6. We may collect the following Data, which includes personal Data, in the following ways:

- Data is given to us by you or by your employer (where they are our customer).
- Data is collected automatically, sometimes by way of cookies (see below).

Data that is given to us by you or by your employer (where they are our customer)

7. Biorelate Limited will collect your Data in a number of ways, for example:

- When you contact us through the Products, by telephone, post, e-mail or through any other means.
- When you elect to receive marketing communications from us, in each case, in accordance with this privacy policy.
- When your employer gives us the details of authorised users of our Products and/or makes changes to those details.

Data that is collected automatically

8. When you access the Products, we will collect your Data automatically, for example:

- As you interact with our Products, we will automatically collect technical data about your equipment, browsing actions and patterns. We collect this data by using cookies, server logs and other similar technologies. We may also receive technical data about you if you visit other websites employing our cookies. This information helps us to make improvements to our Products, and includes your IP address, the date, times and frequency with which you access the Products and the way you use and interact with content.

Our use of data

9. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Products. Specifically, Data maybe used by us for the following reasons:

- Internal record keeping.
- Improvements of our products/services.
- Ensuring that our Products are being used by authorised users only and in accordance with any licence terms agreed with you or our customer.
- Transmission by email of marketing materials that may be of interest to you.
- Contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the Products. In each case, in accordance with this privacy policy.

10. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

11. For the delivery of direct marketing to you via email, we'll need your consent, whether via an express opt-in or soft-opt-in:

- Soft-opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service) and we are marketing similar products/services. Under "soft-opt-in" consent, we will take your consent as given unless you opt-out.
- For other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.
- If you are not satisfied with our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your rights" below.

Who we share data with

12. We may share your Data with the following groups of people for the following reasons:

- Our employees, agents and/or professional advisors - To obtain advice from professional advisers and to facilitate the provision of our services. In each case, in accordance with this privacy policy.

Keeping data secure

13. We will use technical and organisational measures to safeguard your Data, for example:

- Access to your account is controlled by a password and a username that is unique to you.
- We store your Data on secure servers.

14. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this email address: info@biorelate.com.

15. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Data retention

16. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.

17. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

18. You have the following rights in relation to your Data:

- Right to access - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.
- Right to erase - the right to request that we delete or remove your Data from our systems.
- Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.
- Right to data portability - the right to request that we move, copy or transfer your Data.
- Right to object - the right to object to our use of your Data including where we use it for our legitimate interests.

19. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this email address: info@biorelate.com.

20. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.

21. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Cookies

22. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our Products may become inaccessible or not function properly.

Links to other websites

23. The Products may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

24. We may also disclose Data to a prospective purchaser of our business or any part of it.

25. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

General

26. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

27. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.

28. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

29. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.



Biorelate LTD, Unit 9, Williams House, Manchester Science Park, Lloyd St N, Manchester M15 6SE

Changes to this privacy policy

30. Biorelate Limited reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. You will be deemed to have accepted the terms of the privacy policy on your first use of the Products following the alterations.

You may contact Biorelate Limited by email at info@biorelate.com.

25 August 2022