

## **LUX Assure Privacy Policy**

At LUX Assure, we're committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us, and how we comply with our responsibilities under applicable data protection laws.

Any questions regarding this Policy or our privacy practices should be sent by email to [contact@luxassure.com](mailto:contact@luxassure.com) or by writing to LUX Assure Ltd, Unit 5.3, Heriot Watt Research Park, Research Avenue South, Edinburgh, EH14 4AP. Alternatively, you can telephone +44 131 516 7290.

### **Who are we?**

We're LUX Assure, a SME based in the UK, who specialise in chemical monitoring and management technology for the oil and gas industry. Company Registration Number SC 219682. The registered address is LUX Assure Ltd, Unit 5.3, Heriot Watt Research Park, Research Avenue South, Edinburgh, EH14 4AP.

### **How do we collect information from you?**

We obtain information about you when you use our website, meet with one of our employees or contact the office, for example, when you contact us about products and services, make a product purchase, log into the customer area on our website, attend an industry event or if you register to receive our quarterly newsletters.

### **What type of information is collected from you?**

The personal information we collect may include your name, address, email address, telephone contact information, IP address, conversation history and information regarding what pages are accessed and when.

### **Why do we keep individual's data and how is it used?**

We collect, process and store contact information (such as name, telephone number and email address) for individuals for whom we believe there to be a genuine business interest ("legitimate interest") in our products and/or services.

We may use your information to:

- Maintain a dialogue with you regarding our products and services;
- process product orders that you have submitted;
- to carry out our obligations arising from any contracts entered into between you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include news about our company, products and services;
- We will only send out direct marketing communications (such as newsletters) to those individuals who have given us their explicit consent for us to do so.

**Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We may pass your information to third party processors who provide services on our behalf such as our CRM system, email system, newsletter online software and stock system. Where this is the case, we will check to ensure these third parties also have in place appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, your personal information.

**Your choices**

Please note that you may contact us at any time at [contact@luxassure.com](mailto:contact@luxassure.com) and ask for your details to be removed.

**How you can access and update your information**

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [contact@luxassure.com](mailto:contact@luxassure.com) or by writing to LUX Assure Ltd, Unit 5.3, Heriot Watt Research Park, Research Avenue South, Edinburgh, EH14 4AP. Alternatively, you can telephone +44 131 516 7290.

**Security of data**

We have put in place what we consider to be appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data.

**Use of 'cookies'**

Cookies are very small text files that are stored on your computer when you visit some websites.

We use cookies to help identify your computer so we can tailor your user experience. You can disable any cookies already stored on your computer, but these may stop our website from functioning properly.

The LUX Assure website will track the pages you visit via a third party processor. These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

Our website will allow you to share pages with social networks.

**Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in October 2018.