

## Privacy statement

This privacy policy tells you how we use personal information used to provide our Customer Portal.

By using the Customer Portal, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy regularly to make sure that you understand how any personal information you provide will be used.

### Collection of Information

We collect some or all of the following personally identifiable information in order to enable us to provide you with a secure method of sharing data with us:

- Identifying information
  - your name
  - your work email address
  - your organisation name

### How we use your data

The identifying information you provide is used to enable us to create a personalised storage location for you, and to give you secure access to it.

### Legal basis for processing your data

The identifying data you provide are used to facilitate and enable the business between CSL and your organisation, with the fulfilment of contract as legal basis for processing.

### Data retention

We will store your identifying data for the period of our contractual relationship, and will remove your personal data from our systems within 12 months thereafter.

### Your rights

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'.

We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

You can ask us to restrict the use of your personal information if:

- It is not accurate.
- It has been used unlawfully but you don't want us to delete it.
- It not relevant any more, but you want us to keep it for use in legal claims.
- You have already asked us to stop using your data but you are waiting for us to tell you if we are allowed to keep on using it.

If you want to object to how we use your data, or ask us to delete it or restrict how we use it, please contact us using the Privacy Contact Information below.

If you no longer wish to receive information such as newsletters from us, you can unsubscribe by emailing “unsubscribe” to [info@csl-uk.com](mailto:info@csl-uk.com) from the relevant email address.

### How to complain

Please let us know if you are unhappy with how we have used your personal information. You can contact us using the Privacy Contact Information below.

You also have the right to complain to the Information Commissioner’s Office. Find out on their website how to report a concern, <https://ico.org.uk/>.

### Categories of data processed

We only require identifying data.

### Location of processing

All data is stored and processed within the UK.

### Distribution of Information

We may share information with governmental agencies or other companies assisting us in fraud prevention or investigation. We may do so when: (1) permitted or required by law; or, (2) trying to protect against or prevent actual or potential fraud or unauthorised transactions; or, (3) investigating fraud which has already taken place. The information is not provided to these companies for marketing purposes.

### Commitment to Data Security

Your personally identifiable information is kept secure. Only authorised employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information.

We take data security very seriously, and are ISO27001 certified.

### Privacy Contact Information

If you have any questions, concerns, or comments about our privacy policy you may contact us (the data controller) using the information below:

By email: [info@csl-uk.com](mailto:info@csl-uk.com)

By Phone: ++44 (0) 1483 528 300

By Mail: Data Protection Officer, CSL, The Sussex Barn, Peper Harow Park, Godalming, Surrey, GU8 6BQ

We reserve the right to make changes to this policy. Any changes to this policy will be posted.

**Last reviewed 26<sup>th</sup> Jun 2023**