

Privacy Policy

Welcome to www.infutech.co.uk (the "Website"). This Website is operated by Infutech ("we", "us", or "our"), a medical device distribution company based in the United Kingdom.

We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you visit our website and use our contact form, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. The Data We Collect and How We Collect It

We keep data collection to an absolute minimum. We only collect personal data that you voluntarily provide to us when you fill out and submit the contact form on our website. This information may include:

- Full Name
- Email Address
- Company/Organisation Name
- Any personal details or health/medical device inquiries you choose to include in your message.

2. How and Why We Use Your Data

We use the information you provide through our contact form strictly for legitimate business purposes, including:

- To respond to your inquiries regarding our medical device distribution services, products, or partnerships.
- To provide customer support and follow up on your requests.
- To fulfil any contractual obligations if you progress into a business relationship with us.

Lawful Basis for Processing: We process your data based on **Legitimate Interests** (to respond to your direct business inquiries) or to take steps at your request prior to entering into a contract.

3. Cookies and Tracking Technologies

To ensure the best user experience and protect your privacy, **this Website does not use tracking cookies, analytics cookies (such as Google Analytics), or marketing trackers.**

We may use strictly necessary cookies that are essential for the operation and security of the Website (e.g., ensuring the contact form submits securely). Because we do not

use any non-essential tracking or marketing cookies, we do not display a cookie consent banner.

4. Data Sharing and Disclosure

We respect your privacy and will never sell, rent, or trade your personal data to third parties for marketing purposes. We may only share your information:

- With trusted third-party service providers who assist us in operating our website and conducting our business (e.g., our website hosting or IT provider), provided they agree to keep this information confidential and secure.
- If required to do so by law, regulation, or a legal process (such as a court order or request from a regulatory body like the MHRA or ICO).

5. Data Security

The security of your personal data is highly important to us. We implement appropriate technical and organisational measures (such as SSL encryption on our contact form) to protect your personal data from unauthorised access, alteration, disclosure, or destruction.

6. Data Retention

We will only retain your personal data for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. If your inquiry does not lead to a business relationship, your data will be securely deleted from our active systems.

7. Your Legal Rights

Under the UK GDPR, you have the following rights regarding your personal data:

- **The right to access:** You can request a copy of the personal data we hold about you.
- **The right to rectification:** You can request that we correct any inaccurate or incomplete data.
- **The right to erasure ("right to be forgotten"):** You can request that we delete your personal data.
- **The right to restrict or object to processing:** You can ask us to stop processing your data under certain circumstances.

To exercise any of these rights, please contact us using the details below.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal and regulatory reasons. Any changes will be posted on this page with an updated "Effective Date."

9. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact us at:

- **Company Name:** Infutech
- **Website:** www.infutech.co.uk
- **Email Address:** sales@infutech.co.uk
- **Phone:** +44 01223 944009

If you are not satisfied with our response, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO) at www.ico.org.uk.