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# Mollis Group Privacy Policy

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## Privacy Statement for Customers

Mollis Group Limited (“Mollis” “us”, “we” or “our”), a company registered in England with number **11853522** and with its registered office at **Tintagel House, 92 Albert Embankment, London, United Kingdom, SE1 7TY** is committed to protecting the privacy of its users.

This privacy policy (the “Privacy Policy”) explains our policy regarding any personal data that you might supply to us, or that we might collect from you, including when you visit our Website or use certain services offered via the Website (“Information”). The Information shall be used in accordance with the permissions granted by you and in accordance with the EU General Data Protection Regulation (GDPR).

This Privacy Policy is also intended to assist you in making informed decisions when using our Website. Please take a minute to read and understand it and please note that it should be read in conjunction with our General Terms and Conditions and our Cookie Policy.

## DATA PROCESSORS

Mollis Group work with a number authorised third party partners including authorised Suppliers, Distributors and Partners in order to deliver the products, services and solutions that you may require and such authorised third party partners are data processors (“Data Processors”) for the purposes of the Act.

## DATA CONTROLLER

Mollis Group Limited is the data controller (“Data Controller”) for the purposes of the Act and can be contacted at **Tintagel House, 92 Albert Embankment, London, United Kingdom, SE1 7TY**

## INFORMATION COLLECTED

You may send us or we may ask you for the following Information:

- Your full name;
- Your address and postcode;
- Your contact information (such as your email address, telephone number and mobile telephone number);
- General information about yourself (such as professional interests, your experience of our services and products or other services and products and your contact preferences);
- In the event that you apply for a job with Mollis, we will require further professional Information about yourself by way of a job application or your Curriculum Vitae.

WE may also collect certain information about your Technology Infrastructure, this includes:

- Your IP address;
- Browser type;
- Operating system;
- Access times; and
- Referring website addresses

## HOW YOUR INFORMATION IS USED

Mollis Group and/or our partners may use your Information in the following ways:

- To provide products and services that you have requested;
- To ensure that the content on our Website is presented in the most effective manner for you and your computer
- To develop and improve our products and services;
- For our internal record keeping;
- To contact you to answer any queries you may have;

- Where you are an owner of hardware purchased from us, to contact you in respect of any field service actions, warranty matters, product recalls or any similar relevant notifications;
- To contact you for market research or marketing purposes where you have given us permission to do so.

#### **REPORTING FRAUD**

We are committed to ensuring your Information is secure. As part of our efforts to protect your Information, Mollis will never send you emails asking for your personal Information or for your registered password (if you are a registered user).

If you do receive such an email or are asked to disclose this information by someone claiming to work for Mollis Group, please report the communication to our Data Controller using the following methods:

- Sending an email to [customersuccess@mollis-group.co.uk](mailto:customersuccess@mollis-group.co.uk)
- By writing to the Data Controller at our registered address: **Tintagel House, 92 Albert Embankment, London, United Kingdom, SE1 7TY**

#### **CORRECTING, UPDATING AND REMOVING YOUR INFORMATION**

You have the right to ask us to provide a copy of the Information we hold about you and to have Information removed or any inaccurate Information about you corrected.

If you would like your Information to be removed from our records or if your Information requires amending then we will endeavour to correct, update or remove your Information as swiftly as possible. This can be done using the following methods:

- Sending an email to [customersuccess@mollis-group.co.uk](mailto:customersuccess@mollis-group.co.uk)
- By writing to the Data Controller at our registered address: **Tintagel House, 92 Albert Embankment, London, United Kingdom, SE1 7TY**

#### **SE1 7TY**

Please note that while Mollis Group will endeavour to make the updates as promptly as possible, communications may be sent using the original details until the changes have been processed.

#### **OUR RETENTION OF YOUR INFORMATION**

We take all reasonable steps to retain your personal Information only for as long as reasonably necessary. If you no longer want us to store your Information you may request for it to be removed from our records, Please note that such removal may prevent us from supplying certain services to you.

#### **COOKIES**

We use cookies on our Website for identification, analysis and advertising purposes. By using the Website, you consent to the storing and accessing of cookies on your device. To find out more about the cookies we use and how to set your preferences please see our Cookies Policy.

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