

## Privacy Statement - Kenex (Electro-Medical) Limited

Kenex (Electro-Medical) Limited (Kenex) was founded in 1970 and has established a reputation for providing high quality, well designed and manufactured products. With the use of high-class efficient suppliers, investment in design and assembly plant and the ever-increasing emphasis on exhibitions and advertising, we continue to look to the future. We serve hundreds of companies throughout the world and have established ourselves among the leading manufacturers and suppliers within our field. We always aim to be the best at what we do.

When you request our service or make an enquiry, we will collect some personal information about you, including; your name, business address, contact telephone numbers, and e-mail address. We require this information for a number of different reasons including, communicating with you as we provide our service to you, for invoicing purposes, and for marketing and other activities. If you wish to place an order with us we will require you to provide us with other business details in order that we can create and fulfil your order.

Kenex has created this Privacy Statement under the Data Protection Act 1998 and the General Data Protection Regulations 2018. This statement is for your information and covers how we collect, use, disclose, transfer and store your personal and business data.

### 1. Introduction and General Terms

Kenex is committed to protecting your personal information when you are using our services. We want our services to be safe, transparent and reliable. This Privacy Statement relates to our use of any personal information we collect from you.

It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

In order to provide you with the full range of Kenex services, we sometimes need to collect information about you.

This Privacy Statement explains the following:

- What information Kenex may collect about you
- How Kenex will use information we collect about you
- When Kenex may use your details to contact you
- Whether Kenex will disclose your details to anyone else
- Your choices regarding the personal and business information you provide to us

Kenex is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulations 2018. No system of data storage can be completely secure; if you have any complaints or concerns that your personal data held by Kenex could have been compromised e.g. someone could have discovered your personal details held by us, please get in touch straight away. Our contact details are at section 14 of this statement.

## **2. What information will Kenex collect about me?**

When you get in touch with us either via e-mail, a contact from our website, a telephone call or when you visit us at our office we will collect some personal and business information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number, as well as information collected about the goods or services we provide to you. You will be required to provide certain business information if you wish to place an order, including delivery addresses and invoicing details for your business.

## **3. How will Kenex use the information it collects about me?**

Kenex will use your personal information for a number of purposes including the following:

- Ensuring that we have accurate information so that we may communicate with you and keep you updated of developments as we provide our service to you including invoicing and delivery information
- Ensuring that we have consent and that we hold accurate information so that we may contact you at a future date for the purposes of quality control, surveys or other research purposes and for marketing
- Ensuring that we have accurate information for internal reporting, for example, reporting to our Directors or reporting to other interested stakeholders

## **4. When will Kenex contact me?**

Kenex may contact you:

- In relation to any correspondence we receive from you or any other parties involved in the goods or service provision we provide for you, for example address details to delivery companies for the delivery of goods
- In relation to any financial questions or issues, or to our accountants for audit purposes
- To invite you to participate in surveys about Kenex's services
- For reporting, research and marketing purposes

## **5. Will I be contacted for marketing purposes?**

Kenex will only send you marketing emails or contact you where you have agreed to this by giving us your consent. From time to time we may also contact you to ask your views about the service Kenex has provided to you. We may personalise the message content based upon any information you have provided to us.

If you want to stop all personalised messages from Kenex, including targeted marketing messages, you can contact us at any time and instruct us to stop. We will, of course, stop. This will not affect your ability to place orders with us, however we will still need to contact you in relation to orders.

## **6. Will Kenex share my personal information with anyone else?**

We will keep your information within Kenex except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies). We do not share your personal or business data with any third parties, except where you have consented to us sharing your information with other parties involved in the goods or service we provide to you, including, for example, delivery companies to deliver goods ordered.

Generally, we will use your information within Kenex and will only share it outside Kenex where you have requested it via a data portability request, or given your consent. In the unlikely event Kenex would be required to share your personal or business data, Kenex requires all third parties to comply strictly with its instructions and requires that they do not use your personal information for their own business purposes and only use your information for reasons associated with the goods or services we provide for you.

## 7. How long will Kenex keep my information?

We will hold your personal information on our systems for as long as is necessary for the purposes of the supply of goods, or services and for any legal requirements, such as for tax or accounting purposes. We will hold your personal and business information for a period of at least 7 years after the last order that you place with us; this is a legal requirement which we have to meet.

## 8. Can I delete my data?

You can always ask for your information to be deleted by Kenex. However, please bear in mind that we are required to hold your information for a minimum period of 7 years if you have placed an order with us.

Deleting the information Kenex holds about you will erase any personal information we have about you and it will mean any data we hold about how you that we use in future; will be made anonymous.

## 9. Can I find out what personal information Kenex holds about me?

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018 you have the right to request a copy of the personal information Kenex holds about you and to have any inaccuracies corrected. (We require you to prove your identity with 2 pieces of approved identification). We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this Privacy Statement to Paul Hunt (Managing Director), whose contact details can be found at Section 14.

We will need copies of two forms of identification, which can be:

- Passport
- Driving licence
- Birth certificate
- Utility bill (from last 3 months)
- Current vehicle registration document
- Bank statement (from last 3 months)

## 10. Web browser cookies

a) What is a Cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a "device") web browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked.

***Kenex does use cookies or other unique identifiers when you visit the Kenex website.***

b) Other information collected from web browsers

Your web browser may also provide the information about your device, such as an IP address and details about the browser that you are using.

***The Kenex website does hold information such as visitor device and the browser being used.***

## **11. Do Not Track (DNT) browser setting**

DNT is a feature offered by some browsers which, when enabled, sends a signal to websites to request that your browsing is not tracked, such as by third party ad networks, social networks and analytic companies.

***The Kenex website does not respond to DNT requests.***

## **12. Changes to the Kenex Privacy Statement**

This Privacy Statement may be updated from time to time, so you may wish to check it each time you submit personal information to Kenex. If you do not agree to any changes, please do not continue to use the Kenex website or submit personal information to Kenex. You can also delete your personal data that Kenex holds at any time (subject to any legal reasons we may have to keep some of the data we hold about you, see section 8). If material changes are made to the Privacy Statement, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Statement changes).

## **13. Sharing of your data with others**

As part of the goods or service that we provide it may be necessary to share information we hold about you with third parties, e.g. delivery companies. If you do not want us to share your personal information with any third party please let us know immediately.

Kenex do not share your data with any other third parties except those involved in the fulfilment of your orders with us.

You have the right to ask us to share your personal data with anyone you wish. To exercise your right to data portability, please write to us providing full details to the address shown in section 14 of this statement.

## **14. Contacting Kenex about this Privacy Statement**

If you have any questions or comments about Kenex's Privacy Statement, or wish to make a Subject Access Request, please contact: Paul Hunt, Managing Director, Kenex (Electro-Medical) Limited, Unit 17, RO24 Greenway, Harlow Business Park, Harlow, Essex, CM19 5QB. Tel: +44 (0) 1279 417241 [kenex@kenex.co.uk](mailto:kenex@kenex.co.uk)