

TERRAMED PRIVACY POLICY

Introduction

At TerraMed Limited (company registration number 15484367), located at Innovation House, Molly Millars Close, Wokingham, United Kingdom, RG41 2RX, we value your privacy and are committed to protecting your personal data.

This Privacy Policy outlines how we collect, use, and safeguard your information in compliance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Personal Data We Collect

We may collect and process the following categories of personal data:

- **Identity Data:** such as your name, job title, and company information.
- **Contact Data:** including your address, email address, and phone numbers.
- **Financial Data:** payment details, bank account information, and transaction records.
- **Technical Data:** including IP address, browser type, and information collected through cookies and similar technologies.
- **Profile Data:** preferences, feedback, and survey responses.
- **Usage Data:** information about how you use our services and interact with our communications.
- **Communication Data:** any information you provide when corresponding with us.

2. How We Use Your Personal Data

We use your personal data for the following purposes:

- To fulfil contractual obligations or take steps linked to a contract.
- To manage business relationships and communication.
- To comply with legal and regulatory obligations.
- To improve our services and enhance user experience.
- To manage and respond to queries or complaints.
- For marketing activities and promotional communications, provided we have obtained your consent where required.
- To administer and protect our business, including troubleshooting, data analysis, testing, system maintenance, support, and reporting.

3. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- **Contractual Necessity:** where the processing is necessary for the performance of a contract or to take steps before entering a contract.
- **Legal Obligation:** to comply with a legal or regulatory requirement.
- **Legitimate Interests:** for business-related purposes such as improving our services, ensuring security, conducting audits, and maintaining communication.
- **Consent:** where you have explicitly provided your consent.

4. Data Sharing and Disclosure

We may share your personal data with:

- **Internal Third Parties:** other companies within the TerraMed Limited group that provide services and share infrastructure.
- **External Third Parties:** including service providers, contractors, and agents who perform tasks on our behalf (e.g., IT services, legal advisors, and auditors).
- **Professional Advisers:** such as lawyers, bankers, auditors, and insurers.
- **Regulatory Bodies:** authorities that require reporting or disclosure in compliance with legal obligations.
- **Business Transfers:** in the event of a merger, restructuring, or sale, we may share personal data as part of that transaction.

We ensure that any third-party service providers process your data in accordance with applicable data protection laws and contractual obligations.

5. Data Security

We have implemented appropriate technical and organizational measures to prevent your personal data from being accidentally lost, accessed, altered, disclosed, or used without authorization.

We limit access to your data to employees and third parties who need it for legitimate business purposes and ensure they are subject to confidentiality obligations. These measures include:

- Encryption of sensitive data.
- Regular security assessments.
- Controlled access protocols.
- Secure data storage and processing.

6. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes we collected it for, including for legal, accounting, or reporting requirements. The retention period may vary depending on the nature of the data and the purpose of processing. Factors influencing retention periods include:

- The length of time we have an ongoing relationship with you.
- Legal obligations to which we are subject.
- Whether retention is advisable in light of our legal position (e.g., for litigation purposes).

7. Your Data Protection Rights

You have the following rights under data protection laws:

- **Access:** the right to request access to your personal data.
- **Rectification:** the right to request correction of any inaccurate or incomplete data.
- **Erasure:** the right to request deletion of your personal data in certain circumstances.
- **Restriction:** the right to request restriction of processing where there is a dispute over the accuracy or legitimate use.
- **Objection:** the right to object to processing based on legitimate interests.
- **Data Portability:** the right to request the transfer of your data to another party.
- **Withdraw Consent:** the right to withdraw consent at any time where we rely on consent to process your data.

To exercise any of these rights, please contact us at [contact email/phone number]. We aim to respond to all legitimate requests within one month.

8. International Transfers

Your data may be transferred and stored outside the European Economic Area (EEA). When this occurs, we ensure your data is protected by using standard contractual clauses approved by the European Commission or other legal mechanisms that provide an adequate level of protection.

8. Automated Decision-Making

We do not engage in automated decision-making that significantly affects individuals without human oversight. If we do implement such processes, you will be notified and provided information on your rights.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal or operational requirements. When updates are made, the revised version will be posted on our website, and significant changes will be communicated directly to you where appropriate.

10. Contact Us

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

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