



GDPR privacy statement

Who we are:

This is the privacy statement of GlycoMar Ltd.

Types of personal information we collect:

We may collect, use and store different types of personal information about you, which we have grouped together as follows:

Types of personal information	Description
<i>Identity Data</i>	<i>ID information, including your name, marital status, title, date of birth and gender.</i>
<i>Contact Data</i>	<i>Where you live and how to contact you, including email, postal address and telephone number.</i>
<i>Financial Data</i>	<i>Your financial position, status and history.</i>
<i>Transactional Data</i>	<i>Details about payments to and from you.</i>
<i>Contractual Data</i>	<i>Details about the services we provide to you.</i>
<i>Communications Data</i>	<i>What we learn about you from letters, emails and conversations between us.</i>
<i>Publicly Available Data</i>	<i>Details about you which are publicly available, such as on social media platforms or elsewhere on the internet.</i>
<i>Special Category Personal Data</i>	<i>Some types of personal data are defined as special. We will only collect and use these types of data if the law allows us to:</i> <ul style="list-style-type: none"><i>Racial or ethnic origin</i><i>Religious or philosophical beliefs</i><i>Trade union membership</i><i>Genetic or bio-metric data</i><i>Health data including gender</i><i>Criminal convictions data</i>

How we use your personal information:

In general terms, we collect and use personal information to:

- deliver our services and meet our legal responsibilities*
- verify your identity where this is required*
- contact you by post, email or telephone*
- understand your needs and how they may be met*
- maintain our records*
- process financial transactions*
- prevent and detect crime, fraud or corruption*

More specifically, the table below explains how we use your personal information and the reasons that we rely on in doing so. Where these reasons include legitimate interests, we explain what these legitimate interests are.

What we use your information for	Our reasons	Our legitimate interests
<ul style="list-style-type: none"> To deliver our services To make and manage customer payments To manage fees, charges and interest due on customer accounts To collect and recover money that is owed to us 	<ul style="list-style-type: none"> Contractual performance Legitimate interests Legal obligations 	<ul style="list-style-type: none"> Being efficient about how we fulfil our legal and contractual duties Complying with regulations that apply to us
<ul style="list-style-type: none"> To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, corporate governance and audit 	<ul style="list-style-type: none"> Legitimate interests Legal obligations 	<ul style="list-style-type: none"> Being efficient about how we fulfil our legal duties Complying with regulations that apply to us
<ul style="list-style-type: none"> To exercise our rights set out in contracts and agreements 	<ul style="list-style-type: none"> Contractual performance 	

Where we collect your personal information from:

We may collect personal information about you (or your business) from the following sources:

- Data you give to us: e.g. When you talk to us over the phone / email us.
- Data we collect when you use our services: e.g. Payment and transaction data.
- Data from third parties that we work with: e.g. Publicly available resources, companies that introduce you to us etc.

Who we share your information with:

We may share your personal information with the following third parties:

- Legal / Law organisations if required.
- Financial organisations if required.

How we use your information to make automated decisions:

When providing our services, we sometimes use systems to make automated decisions based on personal information we have, or have collected from others, about you and/or your organisation. This helps us to ensure that our decision-making is as efficient as possible.

If you choose not to give your personal information:

If you choose not to give your personal information *it may delay or prohibit us from meeting our obligations / lead to us cancelling the service you have with us.*

How long we keep your personal information:

Within the term of a contract or 6 years.

Using our website:

Your rights:

Access to your information – You have the right to request a copy of the personal information about you that we hold.

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information – You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained
- We are using that information with your consent and you have withdrawn your consent – see *Withdrawing consent to using your information* below
- You have validly objected to our use of your personal information – see *Objecting to how we may use your information* below
- Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to require us to stop using your personal information for direct marketing purposes. In addition, where we use your personal information to perform tasks carried out in the public interest or pursuant to the legitimate interests of us or a third party then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information but you don't want us to delete the data. Where this right to validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Portability – if we process personal information that you provide to us on the basis of consent or because it is necessary for the performance of a contract to which you are party, and in either case that processing is carried out by automated means, then you have the right to have that personal information transmitted to you in a machine readable format. Where technically feasible, you also have the right to have that personal information transmitted directly to another controller.

Automated processing – if we use your personal information on an automated basis to make decisions which significantly affect you, you have the right to ask that the decision be reviewed by an individual to whom you may make representations and contest the decision. This right only applies where we use your information with your consent or as part of a contractual relationship with you

Withdrawing consent using your information – Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in the *Contact information and further advice* section if you wish to exercise any of these rights.

Changes to our privacy statement:

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained direct from our website or by contacting info@glycomar.com.

This privacy statement was last updated on 16th August 2018.

Contact information and further advice:

Email: info@glycomar.com

Telephone: 01631 559370

Post: GlycoMar Limited, ECMB, Scottish Marine Institute, Dunbeg, Oban, Argyll, United Kingdom PA37 1QA

Complaints:

We seek to resolve directly all complaints about how we handle personal information but you also have the right to lodge a complaint with the Information Commissioner's Office:

Online: <https://ico.org.uk/global/contact-us/email/>

By phone: 0303 123 1113

By post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF