

GEMACARE LIMITED

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Privacy Policy

Policy Review - History:

Please be aware that a hard copy of this document may not be the latest available version, please contact us for the latest version which supersedes all previous versions.

Those to whom this policy applies are responsible for familiarising themselves periodically with the latest version and for complying with policy requirements at all times.

| Effective from: | Replaces: | Originator: | Page X of Y |
|--|--------------------|-------------|-------------|
| March 2023 | Draft Version 2011 | | 1 of 16 |
| Management Team Approval: | | | |
| Union the Union & Unison Union Agreement: | | N/A | |
| Ratification: | | March 2023 | |
| | | | |

| History or Most Recent Policy Changes – MUST BE COMPLETED | | |
|---|---------------|---------|
| Version: | Date: | Change: |
| 1.0 | February 2019 | |
| 1.1 | March 2025 | |

Customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all GemaCare Limited, known here in as “The Company” operated Websites, and conforms to Internet privacy standards.

If you have questions or concerns regarding this statement, you should first contact support at enquiries@gemacare.co.uk

Collection of Information

In order to use this website, we will require information from you in order to provide the best service possible. All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email. Any information collected by The Company is collected via correspondence from you or your company. This may be via the telephone, email, mail, on our website or through our website.

Use of Collected Information

Any details collected from The companies customers are required in order to provide you with our products and/or services, and a high level of customer service. Correspondence is recorded in order to provide service references, and to assist in our staff development.

Storage of Collected Information

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). When Credit Card details are collected, we simply pass them on in order to be processed as required. We never collect or store complete Credit Card details.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. If you have any questions about security on our website, you can email us.

Access to Collected Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at: enquiries@gemacare.co.uk

Orders

If you purchase a product or service from us, we will request certain personally identifiable information from you. You will be required to provide contact information (such as name, email, phone and postal address) and financial information (such as credit card number, expiration date). We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you to discuss your order.

Communications

The Company uses personally identifiable information for essential communications, such as emails, accounts information, and critical service details.

Third Parties

The Company may at its discretion use other third parties to provide essential services on our site

or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose. The Company does not share any information with third parties for any unknown or unrelated uses. We will share your information with Emergency Service, if it is believed that there is an imminent danger to life.

Legal

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Websites.

Links

Links on this site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domains operated by the company.

Changes to Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy statement, the home page, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page.