

## The Native Antigen Company – Privacy Policy

### Introduction

The Native Antigen Company (**TNAC**) is a wholly owned subsidiary of the LGC group (**LGC**). TNAC is committed to protecting your privacy. Any information we collect is stored on LGC servers which are held in physically secure locations and are protected by top-level firewall and password-based security measures.

The policy below sets out what information we collect, why we collect it and how we use that information.

### Basic information and creating an account

When you browse the Native Antigen Company website, we establish a minimal "user profile" for you on the website which is tracked via a cookie (see 'Cookies' section below). This contains basic information such as how you first found us, IP address, and ISP host. If you decide to create an account with us, this profile is then associated with the email address you then provide.

You can update your account details by clicking on the 'Log In or register' links at the top of any page.

### What we collect

We may collect the following personally identifiable information (**PII**):

- name
- contact information including email address
- demographic information such as address and postcode
- other information relevant to customer surveys and/or offers

### What we do with the information we gather

We may use your details to process orders and invoices, and to maintain records of your interactions with our customer service teams. We may use the information to improve our products and services.

We may periodically send promotional emails about new products, special offers or other information which we legitimately believe you may find interesting using the email address which you have provided. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

## Credit Card Information

Any credit card information provided is passed over a secure encrypted (SSL) connection and handled by a third-party site. We provide a third-party certificate which can be used to verify the credentials of the server you are supplying the details to. The Native Antigen Company do not hold any records of credit card information supplied by you to the third-party.

## Statistical website usage information

The Native Antigen Company also uses data collected from our website logs and standard JavaScript tools to spot general patterns of use of our website - this information is handled in aggregate form. We do this in order to understand what users are interested in on our website and to help us improve the design of our website or product offerings.

## How The Native Antigen Company uses cookies

Cookies are very small text files saved to your computer that are used to track user navigation around a website. Cookies enable us to identify you or the device you are on when you have logged in. We use cookies that are necessary to enable you to see certain features on our site, such as pricing for your country. We also use cookies to help us improve the performance of our site providing you with a better user experience. This includes collecting standard information about visitor behaviour patterns. We do this to find out things such as the number of visitors to the site and collect this information in a way which does not personally identify anyone.

We do not sell the information collected by cookies nor do we disclose information to third parties. When we want to collect personally identifiable information (for things like email sign ups), we will be explicit about this.

Users have the ability to accept or disable cookies by modifying the settings in their browser. Disabling cookies, however may mean that some functionality may be affected. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

We may advertise on the Google content network using Google's remarketing technology. Google place a unique ad-serving cookie on your computer and will use non-personal information about your browser and your activity at this site to serve ads on their content network.

Google AdWords Remarketing allows us to tailor our marketing to better suit your needs and only display ads that are relevant to you. [You can opt out here](#)

## Disclosure of personal information to third parties

The Native Antigen Company respects your right not to be contacted unless you want to, and we do not sell, trade, give, or rent information that can identify you personally to any third party outside the group of LGC companies except as detailed below.

The Native Antigen Company does use third parties in order to fulfil certain functions on its behalf. An example of this is that in order to ship a package to you, we have to tell the shipping company your name and address and possibly phone/fax number. In these cases we only disclose the information necessary to perform that specific function.

## Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [NAC.contact@LGCgroup.com](mailto:NAC.contact@LGCgroup.com)

If you wish us to delete or amend records or information held in relation to you, please e-mail us at [NAC.contact@LGCgroup.com](mailto:NAC.contact@LGCgroup.com)

## Your consent

By using the TNAC website, you are consenting to us collecting and using the information as stated above.

If we change our privacy policy, we will post the changes here so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it.

## Lawful bases for processing

Our lawful basis for processing PII is as follows:

Type of PII processing	Lawful basis for processing	Purpose of the processing
Storage of customer PII	Consent	To enable contact with customers and order processing
Sending of marketing emails to customer contact database	Legitimate interests	To tell potential customers who work in the relevant scientific field about our new products
Storage of staff PII	Consent	To enable NAC to employ staff
Sending invoices and shipping confirmation emails	Consent	To process orders customers have placed
Sending quotations	Consent	To give customers pricing information that they have requested