

Privacy Policy

Introduction

Nualtra Ltd (“Nualtra”) is committed to preserving the privacy of all visitors to the Nualtra website and complying with the applicable personal data protection and privacy laws.

This Privacy Policy is designed to explain to you how we use and protect the information that you provide to us.

Information that we collect from you

We may collect your personal information, including your name and contact details, on the Nualtra website (‘the website’) when you:

- register on the website;
- create or update your profile on the website;
- use interactive communication tools (forums) on the website;
- subscribe to services on the website.

We may also collect personal information about you from messages you post to the website and e-mails or letters you send to us; as well as information about your visits and use of the website.

We will collect the above information only after obtaining your express consent.

You may choose not to give your consent. This may, however, mean that you will not be able to register on the website, subscribe to services or use the interactive communication tools on the site.

Use of your personal information

We will use your information:

- to answer to your questions (including complaints) and send you emails; to contact you for your views on our services;
- to notify you occasionally about important changes or developments to the site or our services and to collect and aggregate statistics.

In addition, we will use your information to send you newsletters to which you have subscribed. You can stop receiving such newsletters simply by clicking on the “unsubscribe” link at the bottom of any newsletter. You will then be unsubscribed from receiving information and newsletters within three to four full working days. For difficulties with our unsubscribe service, please contact support@nualtra.co.uk

Further, where you have given your explicit consent:

we will also use your information to let you know about other products and services, which we offer which may be of interest to you and we may contact you in this connection by post, telephone, or fax, as well as by email. If you change your mind about being contacted in the

future, please let us know at support@nualtra.co.uk
we will use your information to personalise your browsing experience.

Data Protection

Nualtra and all third-party contractors working for Nualtra comply fully with the Data Protection Act 1998 and information such as registration certificate and entry details for the Information Commissioner's Office are available on request.

Retention policy

We will retain your information for a reasonable period or as long as the law requires. After this period, your personal information will be deleted from our systems.

Accessing and updating your personal information

You are entitled to see the information held about you and you may ask us to correct, revise or fully remove your personal information you have given to us. If you wish to do this, please send an email to support@nualtra.co.uk

Security

We are engaged in respecting your private life and protecting the information you submit. The security of your personal information is one of our highest priorities.

We employ security measures to protect your information from access by unauthorized persons and against unlawful processing, accidental loss, destruction and damage.

We also train and bring awareness to our employees as to the importance of privacy, confidentiality and security of your personal information.

Further, contracts are in place with contractors, which supports our business (such as our internet service provider), to ensure that your personal information remains secure.

Here follows a list of the procedures that we implement to protect your privacy:

- a username and a password are needed to access personal information;
- firewalls are implemented to protect information stored in our servers;
- confidentiality agreements are signed with employees who have access to your personal information; all employees adhere to our privacy policy and face severe sanctions if they break it; system back-ups are set to ensure the integrity of your personal information.

Although every possible attempt to secure your data is made there is always some risk that unscrupulous operators may find a way to penetrate our security systems. As such, we cannot completely ensure that the collected personal information will never be revealed in a way which is in contract with this Privacy Policy.

Please think carefully about giving personal information in messages posted in any of our interactive communication tools (forums) as these are open to the public and are considered neither private nor secure. Remember that what you have submitted can be collected by third

parties and used in ways that may be beyond our control.

Disclosure

The personal information collected on the website may be disclosed to other companies within the Nualtra, Nualtra's contractors and agencies hired by Nualtra in accordance with this Privacy Policy.

Apart from the sale of any relevant part of Nualtra business including this website, requests from government bodies and law enforcement agencies or performance of services by contractors that support our business (such as our internet service provider), we will not disclose your personal information to any third party without your prior consent.

Children's privacy

The same commitment as outlined in this Privacy Policy applies to personal information of children disclosed by parents to this site.

Cookies

This website uses cookies and allows third party cookies.

Cookies are small amounts of information which we store on your computer. Cookies make it easier for you to log on to and use the site during future visits. They also allow us to monitor website traffic and to personalise the content of the site for you.

We will request your prior consent to place cookies to gather information about your visits and use of the website to enhance your browsing experience, with the exception of cookies that are used for the sole purpose of carrying out the transmission of communication over the internet or that are strictly necessary to carry out the service requested by you.

Cookies will not be used for unsolicited communications.

Disclaimer for Third-Party website

This website offers links to websites of third parties (i.e. non-Nualtra companies). Those third party websites have their own separate Privacy Policy. Please ensure that you are aware of the Privacy Policy of such websites before you submit any personal information. Nualtra cannot be held legally responsible for privacy policies, levels of privacy compliance of the websites of third parties.

Privacy policy changes

Any changes to our privacy policy in the future will be posted to this site and, where appropriate, through email notification to you. If you continue to use this website that means that you have accepted changes.