

Privacy Policy



Medi-Immune Ltd is committed to respecting your privacy and to complying with the General Data Protection Regulation (GDPR).

Within this privacy policy we are acting as a data controller (determines the purposes and means of processing personal data).

Our website is owned and operated by us, and there may be links to other company's sites. These links are provided to you only as a convenience. We are not responsible for the privacy practices of these sites. We encourage you to read their privacy policy, as it may differ from ours.

When you submit personal information to us by engaging our services either by making direct contact with us by email, telephone or social media; you can be assured that we will use your personal information only to support our dealings with you.

We have provided this privacy policy to help you understand how we collect, use and protect your information.

| Collection of Personal Information

We endeavour to collect and use your personal information only with your knowledge and consent and typically when you make an enquiry; request product information; seek contract information or when you respond to communications from us.

The type of personal information we may collect could include, for example, name, job title, company information, company address, telephone number, email address; and other information collected, by telephone, by email or by social media.

When you provide information to us, this information is stored in our database which is hosted in the United Kingdom.

If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected, and subject to any preferences indicated by you.

| How will we use your information?

We may use your information for a number of purposes which includes but is not limited to: delivering our products; providing information regarding our products; product updates; responding to complaints; account enquiries; and administering debt recoveries.

From time to time, we may use your information to contact you for marketing purposes.

| Sharing your information with third parties

Your information will never be sold to other companies for commercial purposes or otherwise.

We may also provide your information to other third parties such as regulators and law enforcement agencies, where we are required by law so to do, where necessary for the purposes of preventing and detecting fraud, other criminal offences and/or to ensure network and information security.

| Social media

Any social media posts or comments you send to us will be shared under the terms of the relevant social media platform (e.g. LinkedIn, Twitter or Facebook). We recommend you should review the privacy policy of the social media platforms you use.

Any comments you make on social media must be not offensive, insulting or defamatory. You are responsible for ensuring that any comments you make comply with any relevant policy on acceptable use of those services.

| How long do we keep your information for?

To make sure we meet our legal data protection and privacy obligations, we only hold your information for as long as we need it for the purposes we acquired it for in the first place.

In most cases, this means we will keep your information for as long as you continue to communicate with us, and for a reasonable period afterwards if you stop doing so. After that we will delete it other than where we lawfully can keep any data for audit or legal reasons.

We shall keep your information as a prospect customer (if you do not purchase any of our products or services) in our database for 3 years from receiving your information, subject to an individual's right to be forgotten at any time.

| Your rights

You may withdraw your consent (opt out) to receiving marketing information at any time by contacting us.

If you believe that any information we have about you is incorrect or requires to be updated or to opt out from future communications, please contact us.

You may request access to the personal information that we hold about you. If you would like to exercise this right, please contact us.

You may request that your personal information be erased (right to be forgotten), where it is no longer necessary for the purposes for which it is being processed and provided, and if there is no other lawful basis for which we may continue to store such information.

You can contact us by email at: johnjames@medi-immune.com or 07884 492891

We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

| Information security

Communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

| Policy amendments

We may update this policy from time to time by publishing a revised version on our website. This policy was last updated in March 2020.

| Our details

We are registered in England and Wales under Company Registration No: 04554706 and our registered office is 4 Lady Bank, Tamworth, Staffordshire, B79 7NB.

If you have an enquiry about our privacy policy, please write to: Data Protection Officer, Medi-Immune, at our registered address.