

T-Lab privacy policy

Our privacy policy gives details about how and when T-Lab collect, use, and share information when you purchase an item from us, contact us, or otherwise use our services.

1. Personal information T-Lab collects

To fulfil your order, you must provide T-Lab with certain information which through your purchase you authorised T-Lab to do such as your name, email address, postal address, payment information, and the details of the product that you're ordering. You may also choose to provide T-Lab with additional information if you contact T-Lab directly or through our email sign up button.

2. Why T-Lab need your information and how we use it

T-Lab rely on a number of legal bases to collect, use, and share your information, including:

- as needed to provide T-Lab e-commerce services, such as when you place an order, we use your information to fulfil that order, to settle disputes, or to provide customer support;
- when you have provided your affirmative consent, which you may revoke at any time, such as by signing up for our mailing list;
- if necessary to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about your purchases if required by tax law; and
- as necessary for the purpose of T-Lab's legitimate interests, if those legitimate interests are not overridden by your rights or interests, such as providing and improving T-Lab services.

3. Information Sharing and Disclosure

Information about our customers is important to our business. T-Lab share your personal information for very limited reasons and in limited circumstances, as follows:

For operational purposes, T-Lab may share information with service providers.

- T-Lab share information as necessary to provide you with services and comply with their obligations.
- Service providers - T-Lab engage certain trusted third parties to perform functions and provide services to www.t-lab.eu, such as delivery companies. T-Lab will share your personal information with these third parties, but only to the extent necessary to perform these services.
- Business transfers - If T-Lab sell or merge their business, they may disclose your information as part of that transaction, only to the extent permitted by law.
- Compliance with laws - T-Lab may collect, use, retain, and share your information if they have a good faith belief that it is reasonably necessary to: (a) respond to legal process or to government requests; (b) enforce their agreements, terms and policies; (c) prevent, investigate, and address fraud and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of our customers, or others.

4. Data Retention

T-Lab will retain your personal information for as long as necessary to provide you with our services and as described in our Privacy Policy. We may also be required to retain this information to comply with our legal and regulatory obligations, to resolve disputes, and to enforce our agreements.

5. Transferring personal information outside of the EU

For operational purposes, T-Lab may share information with service providers outside of the EU. We use trusted suppliers with recognised data security policies. Please be aware that countries outside of the EU may have different data protection and government surveillance laws.

6. Your rights

If you reside in certain territories, including the EU, you have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. We describe these rights below:

- **Access.** You may have the right to access and receive a copy of the personal information T-Lab hold about you by contacting the company using the contact information below.
- **Change, restrict, delete.** You may also have rights to change, restrict T-Lab's use of, or delete your personal information. Absent exceptional circumstances (e.g. where T-Lab are required to store data for legal reasons) T-Lab will generally delete your personal information upon request.
- **Object.** You can object to (i) T-Lab processing of some of your information based on T-Lab's legitimate interests and (ii) receiving marketing messages from T-Lab after providing your express consent to receive them. In such cases, T-Lab will delete your personal information unless T-Lab have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.
- **Complain.** If you reside in the EU and wish to raise a concern about T-Lab's use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local data protection authority.

How to contact T-Lab

For purposes of EU data protection law, Mitchell Cunningham is the data controller of your personal information. If you have any questions or concerns, you may contact Mitchell via email: mitch@t-lab.eu Alternately, you may write to Mitchell Cunningham at: T-lab, 9a Wheel Lane, Barrowden, Rutland, LE15 8ER