

NorthStar Scientific Privacy Policy

Protecting your Personal Data

"Personal Data" is information that can be used to identify you, directly or indirectly, alone or together with other information. This includes things such as your full name, email address, phone number, work location, instrument serial numbers, and certain cookie and network identifiers

Your privacy is very important to us, so we make sure that you are always in control of what we do with your personal information.

Our commitment

We will never share your personal details with anyone outside of NorthStar Scientific for any reason without asking for your specific informed consent.

We will ensure that our contact you with is relevant.

We do not knowingly store any private personal information since we are a business to business organisation.

Your work contact information will be stored safely and will remain secure at all times.

No statistical information that identifies you personally will be published.

No personal information will be retained any longer than necessary in order to fulfil the purpose that it was collected for, and it will be deleted at your request, providing you are not a current user of one of our products and your details are no longer required to maintain our user records.

We will always comply with the General Data Protection Regulation (GDPR) 2018 and all other applicable laws and Directives.

The information that we collect

We collect and process your personal data to allow us to provide you with any information that you request and to maintain our customer records that enable us to perform our contractual obligations to you. This data may include your full name, work email address, work telephone number, full work address and instrument serial numbers.

How we collect Information

Collecting data when you register your personal details using online enquiry forms on our websites, or over the telephone.

Collecting contact details and other information through the course of servicing and supporting any products supplied by us.

We may record data through by automatically tracking the home server domain names, IP addresses, type of visitor computer, type of web browser of visitors to our websites and specific information on the pages accessed, although at this point in time we do not carry out these activities and currently have no intention of doing so.

Using your information

We will only collect, process use, share and store your personal information where we are satisfied that we have an appropriate legal basis to do so, such as when we need to use your personal information for our legitimate interest as a commercial organisation.

NorthStar Scientific will process your data in accordance with your rights under the GDPR. We may process this data in a number of ways to administer and manage the products and services we make available to you, including account registration, fulfilling orders or purchases you have made (including processing of payments), contacting you in relation to any issues with your equipment, and in the provision of Services to support and maintain your instrument.

We may also collect and process your data to respond to your requests for technical support, product information or to any other communication that you may initiate. We will never process your data to send unsolicited marketing information.

We may also process your data to meet our legal obligations to comply with laws, regulations, court orders, or other legal obligations or to assist in an investigation.

Sharing your information

We take our obligations and responsibilities regarding the protection of your Personal Data very seriously and we therefore exercise great care to protect the information about you that we collect. To this end we will never share your data with anyone outside of NorthStar Scientific without contacting your beforehand to obtain your express informed consent.

Protecting your information

We implement appropriate technical and organizational safeguards to protect against unauthorized or unlawful processing of your Personal Data and against accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Data. Please be advised, however, that we cannot fully eliminate security risks associated with the storage and transmission of Personal Data.

Your Legal Rights available to help manage your privacy

If you are subject to laws that provide you with such rights, depending on certain exceptions, and in some cases dependent upon the processing activity we are undertaking, you may have certain rights in relation to your personal information:

Right of Access to your Personal Data You have the right to ask us for confirmation on whether we are processing your Personal Data, and access to the Personal Data and related information on that processing (e.g., the purposes of the processing, or the categories of Personal Data involved).

Right to Request a Correction You have the right to have your Personal Data corrected, as permitted by law.

Right to be Forgotten You have the right to ask us to delete your Personal Data, as permitted by law. This right may be exercised among other things: (i) when your Personal Data is no longer necessary for the purposes for which it was collected or otherwise processed; (ii) when you withdraw consent on which processing is based according to Art. 6 (1) (a) or Art. 9 (2) (a) GDPR and where there is no other legal ground for processing; (iii) when you object to processing pursuant to Art. 21 (1) GDPR and there are no overriding legitimate grounds for the processing, or when you object to the processing pursuant to Art. 21 (2) GDPR; or, (iv) when your Personal Data has been unlawfully processed.

Right to Restriction of Processing You have the right to request the limiting of our processing under limited circumstances, including: when the accuracy of your Personal Data is contested; when the processing is unlawful and you oppose the erasure of your Personal Data and request the restriction of the use of your Personal Data instead; or when you have objected to processing pursuant to Art. 21 (1) GDPR pending the verification whether the legitimate grounds of NorthStar Scientific override your grounds.

Right to Object You have the right to object to our processing of your Personal Data, as permitted by law. This right is limited to processing based on Art. 6 (1) (e) or (f) GDPR, and includes profiling based on those provisions, and processing for direct marketing purposes. After which, we will no longer process your Personal Data unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

Right to lodge a complaint with your local supervisory authority You have a right to lodge a complaint with your local supervisory authority (i.e. your place of habitual residence, place of work or place of alleged infringement) if you have concerns about how we are processing your personal information.

We ask that you please attempt to resolve any issues with us first, although you have a right to contact your supervisory authority at any time

To contact us regarding any requests for the above, please e-mail:- info@nstaruk.com

Our Right to change this Privacy Policy

In order to enhance our Services it might be necessary to change this Privacy Policy from time to time. We therefore reserve the right to modify this Privacy Policy in accordance with the applicable data protection laws. Please visit our website from time to time to view our most up to date Privacy Policy.