

## **Privacy Policy**

### **Privacy matters.**

We know that data privacy is a top issue today, and we want you to enjoy your interaction with us whilst knowing that we value your Personal Data and that we protect it.

Here you will find an overview of how we process your Personal Data, the purposes for which we process it, and how you benefit. You'll also see what your rights are and how you can contact us.

### **Updates to this Privacy Notice.**

As business and technology evolves, we might need to change this Privacy Notice. We encourage you to regularly review this Privacy Notice to make sure you are up-to-date with how kailai is using your Personal Data.

### **Aged under 13?**

If you're under the age of 13 we kindly ask you to wait to be a bit older to interact with us or ask a parent or guardian to contact us! We can't collect and use your Personal Data without their agreement.

### **Why do we process your Personal Data?**

We process your Personal Data, including any sensitive personal data that you have provided to us with your consent, to communicate with you, fulfil your purchase orders, answer your queries and provide you with communications about kailai and our products. We also process your Personal Data in order to help us comply with the law, to sell or transfer any relevant part of our business, to manage our systems and finances, to conduct investigations and to exercise legal rights. We combine your Personal Data from all sources so that we can understand you better to improve and personalize your experience when interacting with us.

### **Who can access your Personal Data and why?**

We limit the disclosure of your Personal Data to others, however we do need to disclose your Personal Data in certain instances and mainly to the following recipients:

Companies within the kailai, where required for our legitimate interests or with your consent;

Third parties engaged by us to provide services such as administering kailai websites, applications and services (e.g. features, programs, and promotions) available to you, subject to appropriate protections;

Credit reporting agencies/debt collectors, where permitted by the law and if we need to verify your creditworthiness (e.g. if you choose to order with invoice) or collect outstanding invoices; and Relevant public agencies and authorities, if required to do so by law or a legitimate business interest.

### **Data security and retention.**

We use a variety of measures to keep your Personal Data confidential and secure, including restricting access to your Personal Data on a need to know basis and following appropriate security standards to protect your data.

We take every reasonable step to ensure that your Personal Data is only processed for the minimum

period necessary in connection with: (i) the purposes set out in this Privacy Notice; (ii) any additional purposes notified to you at or before the time of collection of the relevant Personal Data or commencement of the relevant processing; or (iii) as required or permitted by applicable law; and thereafter, for the duration of any applicable limitation period. In short, once your Personal Data is no longer required, we will destroy or delete it in a secure manner.

**Contact us.**

We are committed to providing the world's leading medical products with first-class quality.

If you have any questions or comments about this Privacy Statement or CONTEC personal data collection and processing practices, please contact us.