

## General Privacy Notice

### Menicon Limited General Privacy Notice

At Menicon Limited, we are committed to protecting and respecting your privacy.

This General Notice explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We have additional Privacy Policies for other processes or activities within our business, which can be accessed on our website or upon request.

We may change this Notice from time to time so please check occasionally to ensure that you are happy with any changes. Any questions regarding this Notice and our privacy practices should be sent by email to [dpo@menicon.co.uk](mailto:dpo@menicon.co.uk) or by writing to:

Menicon Limited  
Gatelodge Close  
Round Spinney  
Northampton  
NN3 8RJ  
England

Alternatively, you can telephone +44(0) 1604 646216.

### Who are we?

Menicon Limited manufacture both rigid gas permeable and soft contact lenses, including the distribution of disposable lenses.

Menicon Limited is part of the Menicon Group of companies.

### How do we collect information from you?

We obtain information about you when you use our website, for example when you contact us about roles or make enquiries about our services or if you register to receive one of our newsletters.

This includes information provided at the time of registering to use our website, subscribing to any service we provide or requesting further services.

We may also ask you for information if you enter a competition or promotion sponsored by us, and if you report a problem with our website.

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## General Privacy Notice

We also collect information you provide to us by other means; including by telephone, in person, or by email.

If you contact us, we may keep a record of that correspondence.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

### What type of information is collected from you?

The personal information we collect might include your name, business name, email address, telephone numbers and other contact details. Where necessary we may also collect financial information to process payments and prescription or health details to fulfil orders and respond to enquiries. We have call recording enabled for quality and monitoring purposes.

### How is your information used?

We may use your information to:

- Carry out our obligations arising from any contracts between you and us;
- Provide effective and appropriate advice and products in line with our high standards of customer service;
- Ensure that content from our website is presented in the most effective manner for you and for your computer;
- To keep you informed about changes to our services and products.

We review our retention periods for personal information on a regular basis. We are legally obliged to hold some types of information to fulfil our statutory obligations. We will hold your personal details for as long as necessary for the relevant activity.

### Who has access to your information?

- We may transfer your personal information to a third party (or clients) as part of our contractual obligations (for example if the product ordered needs to be outsourced), however we will take steps with the aim of ensuring that your privacy rights continue to be protected;
- We may disclose your information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. In order to do so we may be required to transfer your data outside of the EU, including to our ultimate holding company in Japan;

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- We may share your information if we are under a duty to disclose or share your personal data to comply with any legal obligation; or to enforce or apply our website terms of use, any of our terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Menicon Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;
- We will not sell or rent your information to third parties;
- We will not share your information with third parties for marketing purposes without your explicit consent.

### Lawfulness of Processing

We are required to inform you on what lawful bases we are obtaining and processing your personal data. In general, this will be for our Legitimate Interests or Legal Obligations. Where this differs it is documented in the specific Privacy Notice for that process. For more information about the lawful bases under which we process your data please contact us by email at [dpo@menicon.co.uk](mailto:dpo@menicon.co.uk) or by telephone on +44(0) 1604 646216.

### Marketing Information

You have a choice about whether you wish to receive marketing information from us or not. If you have previously opted in to receive this information and no longer wish to receive direct communications from us about the products or services we offer, then you can opt out of receiving such information by notifying us by email at [dpo@menicon.co.uk](mailto:dpo@menicon.co.uk) or by telephone on +44(0) 1604 646216.

If you have chosen to opt out of receiving marketing information you can change your preference at any time.

### How you can access and update your information

The accuracy of your information is important to us. If you change your contact details or any other information we hold about you is inaccurate or not up to date, please email us at [dpo@menicon.co.uk](mailto:dpo@menicon.co.uk) or write to us at:

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### Your Rights

You have the right to ask for a copy of the information Menicon Limited hold about you. You can request this information by contacting us at the address above, by email to [dpo@menicon.co.uk](mailto:dpo@menicon.co.uk) or by telephone on +44(0) 1604 646216.

### Links to other websites

Our website may contain links to other websites run by other organisations. This privacy Notice applies only to our website, so we encourage you to read the privacy statements on other websites you visit. We cannot be responsible for the privacy policies and practices of other organisations even if you access them using links from our website.

In addition, if you are linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the Notice of that third-party site.

### Review of this Notice

We keep this Notice under review. This Notice was last updated in February 2019.

### Other Process Specific Privacy Notices

- [Employee/Recruitment Privacy Notice](#)
- [CCTV Privacy Notice](#)

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