

## Canissage Referral Partner

About us: This notice explains how your information may be held and used by Canissage (T/A Niagara Healthcare Ltd) that form part of NHC Holdings limited.

As a Canissage Referral Partner we need to retain the following personal information on you so that we are able to operate the referral process.

- 1) Your full name
- 2) Your full address
- 3) Your phone numbers
- 4) Your email address
- 5) Your bank details to be able to remunerate you for successful partner referral sales.
- 6) Data with respect to the number of referrals and sales undertaken.

### Our Commitment to Protecting Your Information

Your privacy is important to us. This policy explains our practices and informs you of the choices you can make about the way your information is stored and used.

Our Privacy Officer can be contacted should you have a query regarding the contents of this privacy policy or about the way we collect and process your personal data. The Privacy Officer can be contacted in the first instance by email at [Privacy.Officer@niagarahealthcare.co.uk](mailto:Privacy.Officer@niagarahealthcare.co.uk) or by telephone on 01293 734 359 or by writing to: The Privacy Officer, NHC Holdings Limited, 1st Floor, 4 Brittingham House, Orchard Street, Crawley, RH11 7AE

Where we collect your personal data from

We collect information about you in the following ways:

- From information provided to us from a contracted Canissage Sales Agent.
- Electronically from our tablet when you complete information and or when you place an order;
- When you opt in to our marketing materials or respond to our advertising campaigns;
- When you participate in one of our competitions;
- When you voluntarily complete a survey or an online survey.
- When you complete a telephone survey through one of our Canissage agents.
- When visiting one of our exhibition stands or factory.
- From an existing customer who has referred you to us and with whom we have checked that we have your valid consent for us to contact you;

Data Protection legislation requires us to have one of more of the following reasons for using your information:

**Contract performance:** As our customer, the information we need to process your order and deliver your goods or service e.g. we will need to hold your personal contact details for warranty or service purposes and for our staff to continue to communicate with you throughout our relationship.

**Legitimate interests:** With regards to prospective customers, where we have received your personal data from one of our carefully selected data providers and rely on legitimate interests to contact you for the purposes of introducing you to our products that we believe may be of interest to you based on the answers to the telephone survey you completed, or where we have a legitimate interests to respond to your general enquiries that you make to us and to contact you. This occurs where, on

balance, the benefits of doing so are not outweighed by your interests or legal rights. Upon our initial contact with you, we will inform you of your right to object to such processing before proceeding further, including profiling to the extent that it is related to such marketing activity.

By agreeing to provide the information you provide “consent” for us to hold that information securely while ever you are an active referral Canissage Partner.

Who we share information with:

We treat the information we hold about you as confidential. We only share your personal data with the transactional third parties who provide elements of services for us. They are also required to keep your information confidential, safe and secure:

- Our sales representatives (who become data processors) working on our behalf. We have a contract in place with our sales representatives. This means that they cannot do anything with your personal information other than share this with us. They will not share your information with anyone else;
- An email distribution company called Dot Digital EMEA Ltd who send you marketing emails on our behalf;
- A third-party data processing company called Harvest Your Data used to complete orders by our sales representatives and also to collect feedback on our service delivery;
- A third-party mailing house for the purposes of communicating with our customers by post;
- Courier companies for the delivery of products when necessary;
- With one of our finance providers for the purposes of financing an order;

We will never share your information with any third parties for the purposes of direct marketing unless you have given us your consent to do so.

How we process your data: We will process your data in the European Economic Area (EEA) and the USA. First line personal data processing takes place in the UK. We also use a cloud service provided by Harvest Your Data that is based in the USA. It should be noted that no personal data is stored on any of our website servers.

How long we hold information: We retain information for no longer than is necessary to manage your relationship with us. This will mean that we will continue to hold some information for a period of time after our relationship has ended. There are some circumstances where we must cooperate with and help other regulatory bodies in handling complaints or investigations. This may lead to sharing personal information only if it is relevant. Also, for these and monitoring purposes, we audio record calls, our staff may also listen in or listen to your call for training and quality assurance purposes, or to resolve any problems or complaints you may have.

In these situations, we'll satisfy ourselves that we have a lawful basis on which to share the information and keep appropriate documentation to support our decision making.

At the end of retention: We will either destroy or delete or anonymise your personal data and any associated and relevant documentation. If it is technically impractical to delete electronic copies of personal data, it will put it beyond operational use.

Your legal rights relating to your information

The General Data Protection Regulation defines your legal rights we have set out below:

Access to information: You have the right to ask whether or not we hold information about you and what that information is, why we are holding it and the ways it is being used. You are entitled to a copy of this information.

Rectification of information: We always want to ensure the information we hold about you is up to date and accurate. We will update any out of date information straight away and correct if this is necessary, please let us know by contacting our Privacy Officer.

Erasure of information: You have the right to ask us to erase or delete information where you consider there is no longer a justification for us holding it. If you feel this applies to your information then please contact us. This may be because the information is no longer needed for the reason we collected it, or we held and used the information based only on your consent, which you have now withdrawn. There may also be a legal obligation on us to erase the information.

Portability of information: You have the right to receive some of your information from us in a machine readable format.

Objecting to us using your information: We have informed you about the ways in which we use the information we hold. Where we have told you that any use of that information is based on 'legitimate interest', you can raise an objection to that use. When you make an objection we will respond to you in one month. We will stop using the information in this way unless we have a legal justification for continuing to use it which we will explain to you.

You can always simply opt out of receiving marketing communications at any time. Please contact our Privacy Officer.

Restricting some uses of information: In some situations you have a right to block or limit the use of information by us. This may arise if you have challenged the accuracy of the information we hold and we are checking this, or you have objected to a use of information.

You can contact us at any time to discuss how we hold and use your information and your rights. You can also contact our Privacy Officer for further information and to request these rights. Please be aware that we will need to confirm your identity before responding fully. Where it is necessary, you will be asked for proof of your identity so that we will be able to proceed with your request.

Changes to our privacy policy: We keep our privacy policy under regular review. This privacy policy was last updated on 24<sup>th</sup> February 2025.

As a Canissage Referral partner I agree to you holding my personal details as described in this policy document.

Sign \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_