

WEBSITE PRIVACY POLICY

At Giantmicrobes, Inc. and subsidiary companies Giant Microbes UK Ltd. (hereinafter "Giantmicrobes") we take issues of privacy seriously. We want your experience shopping with us to be enjoyable and hassle free. Please read this Privacy Policy carefully. We may change the terms from time to time and any change will be effective from the day of posting, so please check this page periodically.

SECURITY

We use all means at our disposal to safeguard the information you have provided using the latest technology. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us. Once we receive your information, we take appropriate steps that we believe are reasonable to protect the security of your data on our system, both internally and from outsiders, and to ensure the integrity of the data we collect. We use a combination of technological and policy methods to protect this data. You are responsible for maintaining the secrecy of your passwords and any account information. Please be aware that Giantmicrobes will never ask you for your password in an unsolicited phone call or e-mail.

WHAT INFORMATION IS COLLECTED

We collect a limited amount of personal information from you in certain areas of the Giantmicrobes website (hereinafter the "Website") for various reasons. The following is a description of what information is collected:

Personal Information. During the order process or when creating an account, we collect your name, address, phone number, email, credit card numbers and other personal information.

IP Addresses. An IP address is a number assigned to your computer when you connect to the Internet. As part of the protocol of the Internet, web servers can identify your computer by its IP address. In addition, web servers may be able to identify the type of browser and/or type of computer you are using. Giantmicrobes collects IP addresses and related information for the purposes of system administration, to assess the traffic to the Website and to maintain and improve the Website. We do not link IP addresses to your personally identifiable information. We can and will use IP addresses, however, to identify a user when we feel it is necessary to enforce compliance with our Website Terms and Conditions or to protect our service, the Website, customers or others.

Use of Cookies. Cookies are small bits of information that some websites (including the Website) transfer to an individual's hard drive for research purposes. Giantmicrobes uses cookies to analyze

the traffic, such as total visitors and pages viewed on the Website, and make improvements based on the data we collect. Giantmicrobes never saves passwords or credit card information in cookies. The use of cookies has become a standard in the industry, especially at websites that provide any kind of personalized service. Most browsers are initially set up to accept cookies. You can usually set your browser to refuse cookies or indicate when a cookie is being sent. If you refuse cookies, you may not be able to use some of the functionality of the Website. The Website's advertisers and other partners may also use cookies in connection with the services and websites to which the Website links. We do not control these cookies.

WHO IS COLLECTING THIS INFORMATION

Giantmicrobes collects the information described above via the Website. In the case of third party features such as advertising, co-branded areas or links to other websites, such third parties may also collect information. You should review the applicable privacy policies of these third parties before providing personally identifiable information. Giantmicrobes is not responsible for any actions or policies of such third parties.

HOW COLLECTED INFORMATION IS USED

In General. Giantmicrobes collects personal information for the purpose of processing and shipping orders. We may use the email address and contact information you've provided to send you updates about the status of any order you have placed. With your permission, we may also use the information to send you email or postal mail about special offers. At any time, you can choose that we not contact you by notifying us in writing at:

Either...

The Data Controller

Giantmicrobes, Inc.
1 Dock Street
Suite 615
Stamford, CT 06902
United States

Or

The Data Processor
Giant Microbes UK Ltd.
1-2 Chene Court
Poundwell Street
Modbury
Ivybridge

Devon
PL21 0RQ
U.K.

Giantmicrobes also uses collected information to learn more about how visitors use the Website and to measure areas of interest. This allows Giantmicrobes to build features and functionality that will enhance your Website experience. We might also use this information to respond to e-mails, provide customer support, and enforce our Website Terms and Conditions or other similar matters. Aggregate information is also used to help us run and maintain the Website, study traffic patterns, and generally learn about the usage of the Website. While we do not currently sell individual information (email address and contact information) to outside companies for use in marketing, we reserve the right to do so in the future. Giantmicrobes is not responsible for any actions or policies of such outside companies. If you do not want your contact information passed on to other companies, simply write to us at the address above with the phrase "Take my name off the third party mailing list" in the subject line of the letter. We also reserve the right to license or sell aggregate information about the visitors to our website, but this information is not individually identifiable.

Unrelated Companies Working with Giantmicrobes. Giantmicrobes occasionally shares limited customer information with companies we hire to provide operational, marketing, or advertising support, companies that help us distribute our products and services, or companies that provide products and services we want to offer. Giantmicrobes is not responsible for any actions or policies of such companies. However, the companies we choose must satisfy our security and privacy requirements. We share your information with these companies only if they agree to treat it confidentially and only if it is legally permissible to do so. We limit the information we provide these companies to what we reasonably believe they "need to know" in connection with their agreement with Giantmicrobes and we don't permit them to use our customer information for any purposes outside our oversight or control.

Government Authorities and Litigation. Sometimes a law, court order, or other judicial or administrative process requires us to provide information to a government authority or party to a private lawsuit. We will provide the information that we in good faith believe is required to comply with the law, order, or other process. We may also have to disclose certain information in court documents if we have to bring an action against you, for example, to collect a debt you owe us.

USE OF FORUM

It is important to know that you may inadvertently provide personally identifiable information to third parties through your postings to a forum or participation in a chat session and we have no way to limit their use of the information you may provide. Please keep in mind that whenever you give out personal information online (for example, in forums, message boards, or chat sessions) that

information can be collected and used by people you don't know. While we strive to protect our user's personal information and privacy, we cannot guarantee the security of any information you voluntarily disclose online and you do so at your own risk.

WITH WHOM THE INFORMATION MAY BE SHARED

Except as described above, we will not knowingly disclose or authorize the disclosure of personal identifiable information (other than aggregate statistical information) to any third party without your consent unless (1) we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may have breached our Website Terms and Conditions or who may be causing injury to or interference with (either intentionally or unintentionally) Giantmicrobes' rights or property, other Website users, or anyone else who could be harmed by such activities, or (2) we believe in good faith that the law requires it.

LINKS TO OTHER WEBSITES

While you are using the Website, you may be linked or directed to other third party websites outside the Website that are beyond Giantmicrobes' control. Each of these third parties may have a privacy policy different from that of Giantmicrobes. Giantmicrobes is not responsible for any actions or policies of such third parties. You should review the applicable privacy policies of these third party websites before providing personally identifiable information.

QUESTIONS AND HOW TO CHANGE YOUR REGISTRATION INFORMATION

If you have any questions about this Privacy Policy or want to change, correct, update or delete your registration information, please contact Giantmicrobes at the following address or phone number and the necessary revisions will be made:

For US.

Giantmicrobes, Inc.
1 Dock Street
Suite 615
Stamford, CT 06902
United States
General Information: 1-(877)-MICROBE

For UK

Giant Microbes UK Ltd.
1-2 Chene Court
Poundwell Street

Modbury
Ivybridge
Devon
PL21 0RQ
U.K.

Giant Microbes UK Ltd.

This provision applies only to registration information collected via the Website.

Giant Microbes UK and EU Privacy Policy updated for GDPR 25th May 2018

Your Privacy Protected

Applies to all customers and contacts in the European Union and United Kingdom. Applies to all data collected via website, social media or digital forms and securely retained by Giant Microbes.

(Information Collection and use in the EU and UK only)

Giant Microbes take the security and privacy of your information very seriously and we are happy to answer any questions so please do not hesitate to contact our Data Processors (responsible for the UK and EU only) on +44 (0) 1548 831070 or by email carole@giantmicrobes.co.uk (Monday to Friday 9am-5.30pm)

The information we collect about you is used for processing your order and collecting information about your browsing actions and patterns so we can personalise your browsing and shopping experience. This information is collected and stored lawfully in accordance with the Data Protection Act 1998. During the registration or ordering process we collect some or all of the following information:

Your name and address

Your contact telephone numbers (to enable us to contact you in the event of a query)

Your e-mail address

For credit/debit card purchases, your card details

Some information about your computer, including where available your IP address

We will confirm your personal details on our order confirmation. If you have registered you may check, amend or remove your personal details by clicking the login button. If you are not registered you may check, amend or remove your personal details by emailing carole@giantmicrobes.co.uk or writing to our UK Office at the address. By registering or ordering through our website you consent to the collection and processing of your personal details by us.

GDPR Regulation 25th May 2018

You are no doubt aware, the General Data Protection Regulation known as GDPR takes effect on 25th May 2018. This affects all companies in the EU and the way they keep information about their customers. Part of the regulation requires us to inform you about the data we keep and how we do it - so here goes.

What personal information do we hold about you and why

If you have purchased any product from us by mail order or on line, the personal information we hold about you may include your name and address and possibly your contact numbers and email address.

This personal information is needed for the purposes of providing you with an estimate/quotation or we have issued an invoice(s) for the services or goods provided by us.

If you have subscribed to our mailing list the only information held is your email address with the time and date of joining.

Who do we share your information with?

Your details will never be shared without good reason and will remain under our control and management always.

In some situations, such as direct delivery it may be necessary to share your personal information with a manufacturer or one of our trade suppliers and delivery services. The data passed will be limited to that necessary to complete the order.

We will never sell your data to a third party. Personal data is not shared with anyone.

Keeping your information safe

Our personal information (customer data) is kept securely under the administration of a Data Processor in the UK /EU and a Data Controller in the US head office.

We treat the security of storing your personal information seriously. All data stored on our servers is kept secured to current UK PCI standards, a certificate of conformity is available if required. As our parent company is in the US customer data is kept in secure servers in the USA where Data is similarly protected by law and is not shared or given access to unless directed by the Data Controller in the US.

How long do we keep your information?

We keep your information only if it is necessary. If we have entered into a contract with you and received payment for goods/services provided, it is necessary to keep your information for up to 7 years to satisfy tax regulations. If you subscribe to a mailing list, the information is kept until you unsubscribe from the list. It is then irrevocably deleted.

The essential premise on why we retain data is because there was "Legitimate Interest" in our products or services.

This means that the person listed in the data ordered a product off Giant Microbes or enquired to receive information.

The purpose of processing the data is undertaken on the basis of that legitimate interest, because the interest is not outweighed by the impact on the rights of the individual's fundamental rights and freedoms. This is particularly the case because the specific purpose pursued was very clear and compelling.

If you no longer feel that there is a legitimate interest in our products and services and you no longer wish to receive any news or offers we completely understand and will remove the respective data from our records.

Access to your information and other rights

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to us in writing by email to the Giant Microbes EU/ UK Data Processor carole@giantmicrobes.co.uk and post at:

Giant Microbes UK Ltd.
1-2 Chene Court
Poundwell Street
Modbury
Ivybridge
Devon
PL21 0RQ
U.K.

You can also request us to:

Correct any information that you believe is incorrect or incomplete

Erase information we hold about you although you should be aware that for legal reasons (tax and accounting as mentioned above) however we may be unable to erase certain information.

Contact responsible persons

The GDPR regulation requires us to have an appointed Data Processor in our UK office with direct access to the Controller in the US who is responsible for the secure data storage. The Data Processor is your direct contact for all EU and UK enquires and can assist with any questions and delete records if necessary. Please note there may be a time delay from when an enquiry is made in Europe and when we can access the data in the US.

If you need to contact us please call on +44 (0) 1548 831070 and ask for the Giant Microbes EU/ UK Data Processor. You can also email us on carole@giantmicrobes.co.uk