

The Consumables Company Privacy Policy (July 2026)

Our Commitment to the Privacy of your Data

The Consumables Company Limited (“we” or “us” or “our” or “TCC”) respects the privacy of our customers, enquirers, and suppliers (“user” or “you”) and we appreciate that you trust us to handle your information with care.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information in compliance with the **UK GDPR**, the **Data (Use and Access) Act 2025**, and the **EU GDPR (Regulation (EU) 2016/679)**. This applies when you make an enquiry, purchase directly from us, purchase via a third-party platform (e.g., eBay), or visit our website <https://www.theconsumablescompany.com> (“the site”). Information about your rights under UK law can be obtained by visiting the Information Commissioner’s Office (ICO) website: <https://ico.org.uk>.

Please read this Privacy Policy carefully. **If you do not agree with the terms of this privacy policy, please do not access the site further or complete a purchase with us.** For enquiries, please advise us if you do not consent to your details being retained.

We reserve the right to make changes to this Privacy Policy at any time and for any reason. The “last updated” date will be shown at the top of this page. Any changes or modifications will be effective immediately upon posting. You will be deemed to have accepted the changes in any revised Privacy Policy by your continued use of the website or our services after the date such revised policy is posted.

1. Collection of Your Information

We may collect information about you in a variety of ways depending on the method and purpose of your contact with us:

- **Personal Data:** Personally identifiable information, such as your name(s), billing and shipping addresses, email address, telephone number, bank details, and any comments or freely given information you voluntarily provide (e.g., purchase order notes, contact forms, product requests, or social media posts). You are under no obligation to provide this, but refusal may prevent us from processing your purchase or handling your enquiry.
- **Derivative Data:** Information our servers automatically collect when you access the site, such as your IP address, geographical location, browser type, operating system, access times, and pages viewed.
- **Financial Data:** Data related to your payment method (e.g., payment card details) collected when you purchase, return, or exchange items. We store only very limited, if

any, financial information from purchasers; for suppliers, we may securely store bank details in our business records. Otherwise, all financial transactions are securely handled by our third-party processors (PayPal, Stripe, and Barclays Bank), who strictly comply with modern UK and EU data protection standards.

2. Artificial Intelligence (AI) & Automated Processing

In accordance with the **EU AI Act** and updated UK data transparency rules:

- **Algorithmic Processing:** We do not engage in high-risk automated profiling or algorithmic decision-making that carries legal or significant consequences for our users.
- **Customer Interaction:** If we deploy AI-driven automated agents (such as customer service chatbots) on our site, these tools will be clearly labeled so you are fully aware you are interacting with an AI system. Any synthetic data or communications generated by automated systems are transparently identified.

3. Use of Your Information

Having accurate information about you permits us to provide you with an efficient, tailored service. Specifically, we use your data to:

- Create, manage, and secure your website account.
- Fulfill and manage purchases, payments, invoices, and parcel deliveries.
- Email you regarding your transaction or respond to your technical and sales enquiries.
- Compile anonymous statistical data and analysis to improve our laboratory and healthcare product selection.
- Send our occasional e-newsletter, strictly where explicit marketing consent has been provided.

4. Disclosure of Your Information

We may share information we have collected about you in certain situations:

By Law or to Protect Rights

If we believe the release of information about you is necessary to respond to legal processes, investigate potential policy violations, or protect the rights, property, and safety of others, we may share your information as permitted or required by applicable UK and EU laws.

Third-Party Service Providers

We share data with external processors who perform business support services for us. All partners are contractually bound to process data strictly in accordance with UK/EU GDPR compliance framework.

Service Provider	Data Shared	Business Basis
Mailchimp	Name, email address, opt-in status	Distribution of our occasional marketing e-newsletters (only to users who have consented).
Courier Services (e.g., UK Mail, DHL, Parcelforce, Royal Mail)	Name, delivery address, email, phone number, summary of parcel contents	Delivery of purchased goods, tracking alerts, and customs/security declarations.
Technical & Administrative Partners	Temporary site/system access as required	Website hosting, secure cloud backup, data analysis, and professional accountancy.

We will never sell, trade, or rent your personal data to third parties for marketing purposes.

5. Tracking Technologies & Web Analytics

- **Cookies and Pixels:** We use cookies, web beacons, and tracking pixels on the site to optimize your browsing and shopping experience. You can manage your preferences at any time via our dynamic cookie consent banner or by adjusting your device's browser settings. Disabling certain cookies may limit site functionality (e.g., holding items in a shopping basket).
- **Website Analytics:** We use Google Analytics and Clicky Analytics to understand online activity and content performance. We do not transfer raw personal identifiers to these parties. To block analytics tracking across the web, you can install specialized browser opt-out extensions.
- **Do-Not-Track (DNT) & Global Privacy Control:** We recognize modern privacy preference signals where technologically viable. If your browser broadcasts a verified privacy signal, our site aims to respect those limitations on non-essential tracking.

6. International Data Transfers & Security

We employ robust technical, administrative, and physical security measures to shield your data. While we take every reasonable precaution, no data transmission over the internet can be guaranteed as 100% secure.

Data Storage & Cross-Border Transfers

We prioritize storing your data on secure servers located within the UK or the European Economic Area (EEA). If data must be transferred outside these zones (e.g., to cloud infrastructure located in the United States), we ensure a legally valid transfer mechanism is in place:

- **Adequacy Regulations:** Transfers to countries recognized by the UK Government or European Commission as providing an adequate level of protection.
- **Standard Safeguards:** The use of approved **Standard Contractual Clauses (SCCs)** alongside the **UK International Data Transfer Addendum (IDTA)** to contractually guarantee equivalent security standards.

7. Your Legal Rights & Options

Under the UK GDPR and the Data (Use and Access) Act 2025, our privacy policy protects your comprehensive rights regarding your data:

- **Access & Portability:** You can request a digital copy of all personal data we hold about you. For data related to connected software or services, you have enhanced rights to seamlessly port this data to other providers.
- **Correction & Erasure:** You can update your account settings directly at any time or request that we amend or permanently delete your information from our active records.
- **Identity Verification:** To safeguard your security, we will take reasonable steps to verify your identity before executing data access, amendment, or deletion requests.

 **Data Retention Notice:** Please note that certain transactional, tax, and corporate financial data must be legally retained to comply with **HMRC requirements** for a minimum period of **7 years** from the date of the transaction.

8. Policy for Children

We do not knowingly market to or obtain information from children under the age of 13. If you become aware that a child under 13 has provided us with personal data, please contact us immediately so we can remove it.

9. Contact Us

If you have questions, comments, or wish to exercise your data rights, please contact us at:

The Consumables Company Limited

Unit E2 Providence Park, 1 Dalton Lane,

Keighley, BD21 4HW, United Kingdom

 **Email:** info@theconsumablescompany.com