

LexAble Limited – Privacy Policy

LexAble Limited is committed to protecting and respecting your privacy.

This policy sets out the basis on which we, in our capacity as a data controller, will collect and process your personal information. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it. By visiting www.lexable.com you are accepting and consenting to the practices described in this policy.

Information we may collect

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site (for example, when placing an order for our software), by corresponding with us (for example, if you send us an e-mail enquiry), if you sign up to one of our events or if you apply for an Assistive Technology Scholarship. The information you give us may include your name, address, e-mail address and phone number.
- **Information we receive from other sources.** We work with various third parties (including, for example, sub-contractors that help us run our website, payment processing providers, re-sellers, delivery services and analytics providers) and may receive information about you from them. We also work with other third parties who may, from time to time, pass on your information to us where you have given those third parties consent to do so.

How we use your information

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us;
 - to provide you with any support that you may require in respect of our products from time to time;
 - to provide you with the information and products that you request from us from time to time;
 - to ensure our website operates effectively and is safe and secure at all times;
 - if you apply for an Assistive Technology Scholarship, we will use your information, and will share it with the third party technology companies that run the scholarship with us, for the purposes of deciding whether to award you a scholarship;

- if you sign up to one of our events, we will use your information to administer the event and contact you in respect of the event; and/or
- for advertising and marketing purposes (where you have provided us with consent to do so or we have another lawful basis for doing this).
- **Information we receive from other sources.** We may combine information from other sources with information you give to us. We may use this information for the purposes set out above (depending on the types of information we receive).

Legal basis for our use of your information

When you place an order with us, we process your personal data for the purpose of fulfilling our contract with you. In all other circumstances, we will only process the personal data where we have a legitimate interest in doing so (for example, to enable the successful operation of our website) or you have consented to our processing.

We need your consent before we process any sensitive or special category data about you (such as data about your health, racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life, or details of criminal offences). Although we do not routinely ask for this type of data, where you have voluntarily provided us with it, you are consenting for us to process it. However, you may choose, at anytime, to withdraw your consent.

How long we keep your personal information

We keep the personal information held about you for the following time periods:

- **Information you give to us.** We will keep the personal information you provide to us for as long as is reasonably necessary after collection, after which we will promptly remove your personal information from our systems. For example:
 - if you place an order with us, we will keep your information for as long as you could enforce any rights against us in respect of the product purchased (for example, a complaint or claim against us under consumer protection legislation);
 - if you sign up for an event with us, we will keep your information until shortly after the event has taken place; and
 - if you apply for an Assistive Technology Scholarship, we will keep your information until shortly after we have made a decision in respect of your application.

If, during the course of any of the above, you ask us to keep your details for advertising and marketing purposes then we will add you to our mailing list. You may, however, unsubscribe from our mailing list at any time by contacting us.

- **Information we receive from other sources.** As above, we will only keep the personal information we receive about you from any other sources for as long as is reasonably necessary after collection, after which we will remove your personal information from our systems. For example, if our payment processing provider notifies us of a problem with your payment, they may provide us with information about the issue and we will only keep this for as long as is reasonably necessary to rectify the problem.

Disclosure of your information

We may share your information with selected third parties including:

- If you place an order with us or any of our re-sellers, our suppliers and sub-contractors for the performance of the contract you have entered into (including our tech support provider for the purposes of assisting you with any support queries that you may raise).
- If you sign up for an event with us, any third parties involved in the co-running of the event.
- If you apply for an Assistive Technology Scholarship, any third party technology companies participating in the Assistive Technology Scholarship from time to time.

We may also disclose your personal information to other third parties:

- If LexAble Limited, or its assets, are acquired by a third party, in which case any personal information held by us in respect of our customers will be one of the transferred assets.
- If there are benefits to you or our business, we may share your personal information with other companies within our group (for example, where shared services or shared infrastructure is used).
- We use a range of external IT providers in order to run our business efficiently - this may involve third parties receiving, holding and using your personal information. For example, we may use external suppliers for the management of our contacts database and external email platforms (including, for example, Mailchimp) for administering emails.
- If we are under a duty to disclose or share your personal information in order to comply with any legal obligation that we may have.

Where we store your information

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for our suppliers. Such staff maybe engaged in,

among other things, the fulfilment of your order, the processing of your payment details or the provision of other support services. However, we will only transfer your personal information outside of the EEA to countries that have been found to ensure an adequate level of protection and we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Your rights

You have certain rights, under data protection legislation, in relation to the personal information that we hold about you. Your rights include:

- The right to access your personal information.
- The right to rectification of your personal information.
- The right to erasure of your personal information.
- The right to restrict or object to the processing of your personal information.
- The right to data portability.
- The right to object to receiving marketing communications from us.
- The right to complain to your supervisory authority, in the UK this is the Information Commissioner's Office (ICO), about the use of your personal information.

You can contact us about your rights at any time by emailing hello@lexable.com.

Links to other websites

Our site may, from time to time, contain links to other websites or automatically re-direct you to the websites of our third party payment processors. Please note that these websites have their own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

Cookies

Please see our cookies policy for further information on how we use cookies on our website.

Changes to this privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact

Our nominated representative for the purpose of data protection legislation is our Data Protection Officer who you may contact at hello@lexable.com. Questions, comments and requests regarding this privacy policy are welcomed and should also be sent to this email address.