

PRIVACY POLICY

FMSI - Flavour Matrices Sensory Ingredients

FMSI is the data controller/operator (GDPR), which means that we are responsible for, and control the processing of, your personal data that is shared with us.

This policy sets out the principles governing our use of your personal data. This policy applies whether you contact us through our website or an event, our staff, a promotion, or any other channel whatsoever.

We respect your privacy and take it very seriously, and we ask that you read this policy carefully as it contains important information on:

- the personal data we collect about you
- who your information might be shared with; and
- what do we do with this data.

To the extent that our website links to third-party websites, we are not responsible for their data policies or procedures or their content. Please ensure you read their policies carefully.

Information we may collect

Website: We collect personal data about you when you contact us, or when you submit a response on our website. We may collect your name, contact details (including email address and telephone number), company, industry, product area, and other information you choose to share with us.

Staff contacts: If you deal with any of our staff, they may collect your name, contact details (including email address and telephone number), company, industry, product area and other information you choose to share with them. If you feel uncomfortable and unsure about the information you are sharing, then rather withhold such information.

Events: If you attend an event we are hosting, we may collect personal data about you at our stand or from the organiser. We may collect your name, contact details (including email address and telephone number), company, industry, and product area.

How your information may be processed.

Website: When you use certain areas of our website, we will use your personal data for the following purposes:

- to fulfil any obligation/s we may have with you or your company, or to provide you with requested information (such as a response to your enquiry that you made on our website)
- to improve our website and its content; and
- to protect against fraud, and prevent abuses of our website.

Staff contacts: We will use your information to fulfil our obligations under a contract with you or your company, to provide you with the requested information, and to manage the relationship between your company and FMSI.

Events: We will use your information to make follow-up sales contact and for any other specific purpose communicated at the trade show or event.

We may share your personal data within the various divisions within FMSI for the purposes listed in this policy. We will not disclose your personal information to any third party except as follows:

- We will provide your personal data to our business partners who provide ordering, logistics, fulfilment, and other services to enable us to process your orders, deliver your products, and provide customer care.

All these disclosures would be made under contractual arrangements to ensure confidentiality and carried out in accordance with the requirements of the relevant data protection regulations.

How long we will keep your personal data

We shall retain your information in line with legal and regulatory requirements as set out in the GDPR. If you would like more information on our retention policy, please contact us.

Our approach to information security

To protect your information, FMSI has policies and procedures in place to make sure that only authorised personnel can access your personal data, that personal data is handled and stored in a secure and sensible manner and that all systems that can access the personal data have the relevant and appropriate security measures in place.

We endeavour to take all reasonable steps to protect your personal data but cannot guarantee the security of any data you disclose online. You accept the inherent security implications of disclosing information online over the internet and will not hold us responsible for any breach of security unless we have been negligent or in wilful default.

Transfers of your information

We may need to transfer your personal data to divisions within FMSI or to service providers, agents, subcontractors, or regulatory authorities in countries where data protection laws may not provide the same level of protection as those in the European Economic Area (GDPR). In these circumstances, we ensure that your data is adequately protected.

Your rights

Right of access: You may request the information we hold about you, as well as why we have that information, who has access to the information and where we got the information.

Right to correct and update: If the data we hold about you is out of date, incomplete or incorrect, you should inform us, and we will ensure that it is updated. This is particularly important when it relates to email addresses, contact numbers and delivery addresses.

Right to object: You have the right to request that we stop processing your data. We will confirm if we are able to comply with your request or if we hold legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights or other legal obligations FMSI may have in terms of other prevailing laws.

Right of erasure: If you feel that we should no longer be holding or using your data, you can request that we erase the data we hold. We will confirm whether the data has been deleted or tell you the reason why it cannot be deleted at that specific time.

Right to opt out of direct marketing: You have the right to request that we stop contacting you with direct marketing.

Cookies and Tracking

Use of cookies

A cookie is a small text file which is placed onto your computer (or another electronic device) when you access our website. We typically use cookies on this website to:

- recognise you whenever you visit this website which speeds up your access to the website and makes your time on the website more user friendly.
- obtain information about your preferences, online movements, and use of the internet.
- carry out research and statistical analysis to help improve our content, products, and services and to help us better understand our customer requirements and interests.
- target our marketing and advertising campaigns more effectively by providing interest-based advertisements that are personalised to your interests; and

In most cases, we will need your consent to enable us to use cookies on this website. The exception is where the cookie is essential to enable us to provide you with a product or service you have requested.

FMSI CONTACT DETAILS

If you have any queries about this policy, need further information, or wish to lodge a complaint you can contact us at; info@fmsi.info