

Immunology Consultants Laboratory, Inc.

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ANTIBODIES ARE OUR BUSINESS

PRIVACY POLICY

Immunology Consultants Laboratory, Inc. (ICL)

ABOUT US AND WHAT WE DO

ICL is a company registered in the USA.

When we say **we** or **us** in this privacy notice we mean ICL.

We are a manufacturer of life science reagents and provide these products to individual researchers and research organizations.

WHY THIS NOTICE IS IMPORTANT

Please read this privacy notice carefully. It sets out:

- how we use personal data; and
- the rights of individuals whose personal data we use.

INTRODUCTION

Personal data is information about an identifiable individual (a human being), called a data subject. Anonymous or anonymized data is **not** personal data.

This privacy notice applies to personal data about individuals who:

- visit our website
- enquire about us or our products or services or make a complaint
- are our prospect or a contact, officer or employee of any of our prospects
- are our customer or a contact, officer or employee of any of our customers
- we meet at conferences or other events
- contact us to exercise their rights as data subjects

This privacy notice applies where we control how your personal data is used. In those circumstances data protection law obliges us to:

- Use your personal data lawfully, fairly, and transparently
- Collect your personal data only for purposes which we have explained to you
- Not use it in any way which is incompatible with those purposes
- Collect and use your personal data only if it is needed for those purposes
- Keep your personal data for no longer than it is needed for those purposes
- Keep your personal data accurate and up to date.
- Keep your personal data securely.

This privacy notice does **not** apply where we process personal data for someone else who controls how your personal data. In that case, we will process your personal data on the controller's instructions and the controller's privacy notice, policy, statement, or information given to you by the controller, applies.

Cookies: We use cookies and similar technologies to collect information about the equipment of visitors to our website and their use of our website. Please see our [Cookie Notice](#) for more information.

TYPES OF PERSONAL DATA AND HOW WE USE THEM

The table below sets out:

- the personal data we collect and use
- the purposes for which we use it
- the legal basis we rely on to legitimize the processing
- the source of the personal data

Where the legal basis is our legitimate interests or the legitimate interests of someone else, we have also indicated what those interests are.

VISITORS TO OUR WEBSITE			
PERSONAL DATA	PURPOSES	THE LEGAL BASIS	SOURCE
Your IP address and any personal data collected through our uses of cookies, such as information about your internet connection and browser, the country and telephone code where your computer is located, the web pages you view when you visit our website, any searches you make, and your browser's Session ID	To protect against fraud and other illegal activities, for instance by monitoring IP addresses to identify logins from unexpected locations To help us to see if you have problems using our website Please see our Cookie Notice for more details about the cookies we use	Our legitimate interests in running our business, including protecting our website and your account and improving our website	Cookies placed on your computer
Any feedback and responses to any survey or questionnaire, unless that feedback/response is anonymous and therefore not personal data	To help us to improve our products and services	Our legitimate interests in running our business, including our website	You
INDIVIDUALS WHO ENQUIRE ABOUT US OR OUR PRODUCTS OR SERVICES OR MAKE A COMPLAINT			
PERSONAL DATA	PURPOSES	THE LEGAL BASIS	SOURCE
Your name and contact details (e.g., email address and phone number(s)) and any other details you provide to us, such as your company or organization, and the country in which you are located	To deal with your enquiry or complaint	Our legitimate interests in running our business Our legitimate interests in dealing with your enquiry or complaint Your company's or organization's legitimate interests in our dealing with your enquiry or complaint	You
A record of your enquiry or complaint and of our response	To deal with your enquiry or complaint To demonstrate how we dealt you're your complaint	To fulfil the contract To comply with our legal obligations Our legitimate interests in running our business and improving our products and services. Our legitimate interests in dealing with your enquiry or complaint Your company's or organization's legitimate interests in our dealing with your enquiry or complaint	You Our records
INDIVIDUALS WHO ARE OUR PROSPECTS OR CONTACTS, OFFICERS OR EMPLOYEES OF OUR PROSPECTS			

PERSONAL DATA	PURPOSES	THE LEGAL BASIS	SOURCE
Your name, address, email address, phone number and other personal data you or your company or organization provide to us	To communicate with prospects	To take steps at your request before entering into a contract Our legitimate interests in marketing and selling our products and services and promoting our business Your company's or organization's legitimate interests in receiving information about our products and services	You Your company

INDIVIDUALS WHO ARE OUR CUSTOMERS OR CONTACTS, OFFICERS OR EMPLOYEES OF OUR CUSTOMERS

PERSONAL DATA	PURPOSES	THE LEGAL BASIS	SOURCE
Your name, e-mail address and delivery address and any other personal data you provide you when placing an order with us	To fulfil the order and deal with returns	To perform the contract Our legitimate interest in fulfilling the order and dealing with returns Your company's or organization's legitimate interest in our fulfilling the order and dealing with returns	You Your company
Details of your transactions with us	To maintain our business and financial records	To perform the contract To comply with legal obligations	You Our records
Details of your bank account, credit or bank card and billing address	To invoice, process payments, make refunds and prevent fraudulent transactions	To perform the contract Our legitimate interests in fulfilling the order, dealing with returns and preventing fraudulent transactions. Your company's or organization's legitimate interest in our fulfilling the order, dealing with returns and preventing fraudulent transactions	You
Your name and the name of your business if we use any quotation or testimonial from you in our promotional materials or website	To help us to market our products and services and to promote our business	Our legitimate interests in marketing and selling our products and services and promoting our business	You

INDIVIDUALS WE MEET AT CONFERENCES OR OTHER EVENTS

PERSONAL DATA	PURPOSES	THE LEGAL BASIS	SOURCE
Your name, email address, phone number, job title and company or organization, and any other details you provide, and any products and services in which you have expressed an interest	To provide you with any information you have requested	Our legitimate interests in marketing and selling our products and services and promoting our business	You

INDIVIDUALS WHO CONTACT US TO EXERCISE THEIR RIGHTS AS DATA SUBJECTS

PERSONAL DATA	PURPOSES	THE LEGAL BASIS	SOURCE
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Your name and the contact and other details which you provide to us, such as your company or organization and your email address	To deal with any request from you to exercise your rights as a data subject and to check your identity	To comply with our legal obligations	You
Further information necessary to verify your identity	To check your identity	To comply with our legal obligations	You
A record of your request and of our response	To deal with your request	To comply with our legal obligations	You Our records
ALL INDIVIDUALS			
PERSONAL DATA			
PURPOSES			
THE LEGAL BASIS			
SOURCE			
Records of: <ul style="list-style-type: none"> any consent you have given for the processing of your personal data. any withdrawal of any consent; and the suppression of personal data 	To ensure that we have your consent where necessary To ensure that we act on your withdrawal of consent To comply with requests from you to exercise your rights as a data subject	To comply with our legal obligations	You
If you contact us, any personal data received from you	To help us to improve our products and services	Our legitimate interests in running our business	You
If you interact with us via social media, your username, likes and dislikes and comments and opinions	To respond to your comments and queries	Our legitimate interests in running our business Our legitimate interests in dealing with your comments and opinions The legitimate interests of your company or organization in our dealing with your comments and opinions	You
If you have signed up to our newsletter, or asked us to send you information about us, our products or services, your name and email address	To send you our newsletter or the information you have requested	Our legitimate interests in marketing and selling our products and services and promoting our business Your company's or organization's legitimate interests in receiving information about our products and services	You

Over the past 12 months, we have collected personal information of each of the types listed above.

Special Categories of Personal Data: These are information about race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

We do **not** collect or use this kind of data. Please do not provide any special category data to us.

Data about Convictions and Offences: We do **not** collect or use this kind of data.

Aggregated Data: We may collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not personal data because it does **not** directly or indirectly identify you.

If we combine or connect any aggregated data with personal data so that we can identify you, we will use the combined data in accordance with this privacy notice.

CHANGE OF PURPOSE

We will not use personal data for a new purpose unless:

- the new purpose is compatible with the original purpose
- we contact you to explain the lawful basis for the new purpose
- we anonymize the personal data and use it for research or statistical purposes

MARKETING

We may send you marketing materials by email, but you can opt out of that at any time by Unsubscribe.

We may phone you to market our services unless:

- You have objected to receiving marketing calls from us
- You have not asked us to call you
- Your number appears on the Telephone Preference Service, or the Corporate Telephone Preference Service and you have not asked us to call you.

You can ask us to stop calling you at any time by [contacting us](#).

We do not send unsolicited marketing emails or text messages without your consent except:

- We may send you information about goods and services similar to those which you have enquired about or bought from us in the past
- Invite you to events if you have previously enquired about, registered for or attended one of our events
- where you have asked us to send you our newsletter, information about us, or our products or services, or to invite you to events but you can unsubscribe from those emails or texts at any time by [contacting us](#).

We do not share personal data with anyone for marketing purposes.

AUTOMATED DECISION MAKING AND PROFILING

We do not use information about you for the purposes of automated decision making, including profiling.

SHARING PERSONAL DATA

We may share your personal data with:

- Our consultants, contractors and other suppliers who have a need to know in order to perform their obligations to us, for instance anyone who delivers our products
- Someone who wants to acquire or acquires us or our business. If our business assets are acquired, personal data will be one of the assets transferred to the buyer
- Any business we merge with
- Any company or business we acquire
- Our professional advisers. They are obliged to keep it confidential
- The police and other law enforcement agencies
- Anyone else to protect our rights and property, to protect the rights or property of someone else, or to comply with the law or legal order.

We share personal data with the parties listed above to carry out the purposes described in the table from Section *Types Of Personal Data And How We Use Them* above. In the past 12 months, we have shared all types of personal data that we collect with the third parties listed above, for the business purposes in Section *Types Of Personal Data And How We Use Them*.

We do not otherwise share your personal data, and we do not sell your personal data.

TRANSFERS OF PERSONAL DATA OUTSIDE THE USA

Our staff may access personal data when they are outside the USA, but the same safeguards will apply as if our staff were accessing personal data from within the USA. We will not transfer personal data outside the USA unless at least one of the following applies:

- You have given your explicit consent to the transfer of your personal data. (If you have given that consent you may withdraw it at any time by [contacting us](#).)
- We cannot perform our contract with you without making that transfer
- We cannot take steps you have requested us to take without making that transfer
- We cannot enter into or perform a contract with someone else and which is in your interests without making that transfer
- The transfer is necessary for important reasons of public interest
- The transfer is necessary for the establishment, exercise or defense of legal claims
- The transfer is necessary to protect your vital interest and you are unable to give consent to the transfer

SECURITY

We have appropriate security measures to prevent personal data from being accidentally lost, used or accessed in an unauthorized way, or altered or disclosed.

We limit access to personal data to those of our employees, agents, contractors, service providers and other people who have a business need to know. These individuals will process your personal data on our instructions and they are subject to a duty of confidentiality.

We secure access to all transactional areas of our website using 'https' technology.

Access to your personal data is protected by password, and sensitive data such as payment card information is secured and tokenized.

We monitor our website for vulnerabilities and attacks.

We carry out penetration testing to verify the security of our website and systems and identify how we can improve security.

We have procedures to deal with any suspected personal data breach and, if required by applicable law, will inform the authorities and you about a breach of security involving your personal data.

Where we share any personal data with another controller, that other controller is responsible for keeping the personal data which it receives from us secure.

HOW LONG WE KEEP YOUR PERSONAL DATA

We keep personal data only for:

- as long as is necessary to achieve our stated purpose(s)
- as the law requires
- as required for to meet any legal, accounting, or reporting requirements. The law requires us to keep

information about our customers (including their contact details, details of their identity, financial information and information about transactions with them) for six years after they cease being customers.

In some circumstances you can ask us to delete your personal data. Please read Your Rights below.

If we anonymize your personal data, it will no longer be personal data and we may keep and use it indefinitely.

CHILDRENS' PRIVACY

Our website is not directed at nor intended for use by individuals under the age of 18. If you have reason to believe that an individual under the age of 18 has provided personal data to us, we encourage such individual's parent or guardian to contact us at privacy@icllab.com to request that we remove the information from our systems. If we learn that we have received personal data of an individual under the age of 18, we will delete that information from our files unless we are required to retain such data by law.

YOUR RIGHTS

If you are located in certain jurisdictions, including California and the EU, you may have additional rights with respect to the personal data we process. Please see below for additional details.

Your rights under the GDPR

If you are an EU resident, you have the following rights under the EU General Data Protection Regulation:

Right to Information	Grants consumers the right to be informed about the collection and use of their personal data. That right is fulfilled by this privacy notice.
Right to Access	Grants consumers the right to be provided with a copy of their personal information.
Right to Rectification	Grants consumers the right to require us to correct any mistakes in their personal information. Note, we may request to verify new information provided.
Right to be Forgotten	Grants consumers the right to require us to delete their personal information—in certain situations.
Right to Restriction of Processing	Grants consumers the right to require us to restrict processing of their personal information—in certain circumstances, e.g. if you contest the accuracy of the data.
Right to Data Portability	Grants consumers the right to receive the personal information they provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party—in certain situations.
Right to Object	Grants consumers the right to object: —at any time to their personal information being processed for direct marketing (including profiling); —in certain other situations to our continued processing of their personal information, e.g. processing carried out for the purpose of our legitimate interests. Note, in some cases we may show you that we have competing and superior legitimate interests that require continued processing.
Right Not to be Subject to	Grants consumers the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning

Automated Individual Decision-Making them or similarly significantly affects them. Note, we do not use your information in connection with automated decision-making processes.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in the European Union (or European Economic Area) state where you work, normally live, or where any alleged infringement of data protection laws occurred.

Your Rights Under the CCPA and CPRA

If you are a California resident, you have the following rights under the California Consumer Privacy Act of 2018 (CCPA), and, starting January 1, 2023, the California Privacy Rights Act of 2020 (CPRA):

Right to Know Grants consumers the right to know what personal information a business collected, sold, or disclosed about them during the past 12 months (including any personal information shared for cross-context behavioral advertising).

Right to Delete Grants consumers the right to request that a business and its service providers delete their personal information. However, we may retain personal information for certain statutory business reasons.

Right to Correct Grants consumers the right to ask a business to correct inaccurate personal information about them. Note, we may request to verify new information provided.

Right to Opt Out For consumers 16 years of age or older, grants the right to direct a business to stop selling or sharing (for purposes of cross-context behavioral advertising) the consumer's personal information.

Right to Limit Sensitive Personal Information Use Grants consumers the right to direct a business to limit its use of sensitive personal information to specifically permitted purposes.

Automated Decision-Making Grants consumers the right to request information about and opt out of any automated decision-making processes used by a company (any decision-making process that does not involve human intervention). Note, we do not use automated decision-making processes.

Note, we may not discriminate against you for exercising your rights under the CCPA or CPRA.

How to exercise your rights

Please [contact us](#) at the address given below to exercise your rights. You may also have an authorized agent contact us to exercise your rights, although we may need to verify their authorization. If you are in California, you may only exercise these rights twice every 12 months.

We try to respond to all requests as promptly as possible within a month. It may take us longer if

things are complicated or you have made a lot of requests, but we will let you know what is happening.

Normally you do not have to pay to exercise your rights, we may charge a reasonable fee if your request is unfounded, repetitive or excessive. Or we may refuse to comply with your request in those circumstances.

We may need you to provide more information to check your identity, and we may ask you for further information in order to comply with your request.

YOU CAN DECIDE NOT TO PROVIDE PERSONAL DATA

You can decide not to give us personal data.

If you do not provide data which we need to provide a service or a feature of our website, we may not be able to provide that service or feature.

If you do not provide data which we need to check your identity, we may not be able to comply with your request to exercise your rights.

OTHER WEBSITES

Our website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow someone else to collect or share data about you.

We do not control other people's websites and we are not responsible for their privacy policies or their or privacy notices or statements.

This privacy notice does not apply to any website operated by anyone else. If you visit a website operated by someone else, please read its privacy statement to find out how it uses your personal data.

DO NOT TRACK

Our website does not respond to browser "Do Not Track" signals.

COMPLAINTS AND QUESTIONS

If you think we are using your personal data is unfairly or we are misleading you, please let us know.

It is important that your personal data is accurate and up to date. Please let us know if your personal data changes.

We also welcome suggestions for improving our procedures.

Please let us know if you want more information about how we use your personal data.

Please contact us and give us a chance to set things right. However, you may also contact your applicable data protection authority with any concerns.

HOW TO CONTACT US

If you have any questions about this privacy notice, you want to exercise your rights, or you want to make a complaint, please:

- email privacy@icllab.com
- or, phone us on 503-747-2454
- write to us at 7150 SW Sandburg Street, Portland, OR, 97223, USA

CHANGES TO THIS PRIVACY NOTICE

This privacy notice was last updated on November 30, 2022.

If we change how we use your personal data, we will let you know, either by posting a notice on our website or sending you an email.

If you don't agree to the changes, you can stop giving us personal data.