

Privacy Policy**1. Axial3D**

- 1.1. Axial Medical Printing Limited (“We”) (axial3D) are committed to protecting and respecting your privacy.
- 1.2. This privacy policy applies when you visit or use our websites, apps and other services, including events, that refer or link to this privacy policy (each, a “Service”). This privacy policy may be supplemented by additional privacy statements, terms or notices provided to you.
- 1.3. Axial3D as a company that owns or administers the Service, as identified therein, is the data controller of your personal information provided to, or collected by or for, the Service.

2. Data Controller

- 2.1. As the controller and as we are responsible for your personal data we have appointed a Data Protection Officer (DPO). If you have any questions about this privacy notice, including any requests to exercise your legal rights (including an opt-out mentioned in this privacy notice), please contact the DPO using the details set out below.
- 2.2. The data controller is Axial Medical Printing Limited, a company registered in Northern Ireland under company number NI618621 of Axial3D, Alexander House, 17a Ormeau Avenue, Bt2 8HD, Belfast, United Kingdom.

Contact details

Data Protection Officer

Email address: contact@axial3d.com

HIPAA Compliance Officer

Email address: j.flatley@axial3d.com

- 2.3. Questions, comments and requests regarding this privacy policy or our processing of your information are welcomed please contact us online or in writing and will depend on your location: visit our [“Contact Us”](#) section of our website.
- 2.4. You have the right to make a complaint at any time with the data protection authority in the applicable jurisdiction.
- 2.5. At Axial3D we would, however, appreciate the chance to understand and address your concerns before you approach the competent supervisory authority so please contact our Data Protection Officer in the first instance.
- 2.6. This policy (together with our [Terms and Conditions](#) and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting <http://orders.axial3d.com> you are accepting and consenting to the practices described in this policy.

Privacy Policy**3. Information we may collect from you**

- 3.1.** Information you give us. You may give us information about you by filling in forms on our website <https://axial3d.com> and customer portal <http://orders.axial3d.com> (“our sites”) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, place an order on our site, and when you report a problem with our site. The information you give us may include your name, work address, e-mail address and phone number, financial and credit card information, personal description and position of employment
- 3.2.** Information we collect about you. With regard to each of your visits to our site we may automatically collect the following information:
- 3.2.1.** Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- 3.2.2.** Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- 3.2.3.** We may collect and process the following data about you: Information we receive from other sources. We may receive information about you if you use any of the other websites we operate or the other services we provide. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

4. Cookies

- 4.1.** Our websites use cookies to distinguish you from other users of our websites. This helps us to provide you with a good experience when you browse one of our websites and also allows us to improve our sites. Some of these cookies are essential, while others help us to improve your experience by providing insights into how the site is being used.
- 4.2.** For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy POL-QA-014.

Privacy Policy**5. Uses made of the information - We use information held about you in the following ways:****5.1. Information you give to us:**

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please tick the relevant box situated on the form on which we collect your data (the order form);
- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

5.2. Information we collect about you.

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

5.3. Information we receive from other sources.

- We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

6. Disclosure of your information

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6.1. We may share your information with selected third parties including:

- Business partners, suppliers and subcontractors for the performance of any contract we enter into with you.
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users. We may also use such aggregate information to help advertisers reach the kind of audience they want to target. We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

6.2. We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Axial Medical Printing Limited or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our [Terms of Use](#) and other agreements; or to protect the rights, property, or safety of Axial Medical Printing Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- In connection therewith you acknowledge and agree that we and our third party subcontractors may:
 - implement and maintain an interception capability where Axial Medical Printing Limited and/or such third party subcontractors are obliged by law to ensure or procure that such a capability is implemented and maintained;
 - that Axial Medical Printing Limited and/or such third party subcontractors may implement and maintain a data retention capability where they are obliged by law to ensure or procure that data is retained;
 - cooperate with law enforcement authorities and rights-holders in the investigation of any suspected or alleged illegal activity by you.

7. Where we store your personal data

7.1. 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

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operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

7.2. All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

7.3. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

8. Data retention

8.1. We retain your personal information for as long as necessary to provide the Service and fulfil the transactions you have requested, or for other essential purposes such as complying with our legal obligations, maintaining business and financial records, resolving disputes, maintaining security, detecting and preventing fraud and abuse, and enforcing our agreements. If you access the Service through a partner, we retain your organisational contact details after the completion of the requested transaction to continue to communicate with you.

9. Accessing and Updating Your Information

9.1. You have the right under privacy and data protection laws, as may be applicable, to request free of charge:

- access to and correction or deletion of your personal information;
- restriction of our processing of your personal information, or to object to our processing; and
- portability of your personal information.

9.2. If you wish to exercise any of these rights, please contact us.

10. HIPAA at Axial3D

10.1. Axial Medical Printing Limited ("We") (axial3D) are committed to protecting and respecting your privacy.

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- 10.2.** Some of the services that Axial3D offers are covered by the Health Insurance Portability and Accountability Act, or HIPAA. This means that we follow rules and regulations about how we keep your Protected Health Information, or PHI, private and secure.
- 10.3.** The following gives you more information on [your rights under HIPAA](#).
- 10.4.** To learn how Axial3D collects, uses, and discloses information we obtain in connection with our provision of services through our website, and applications, or other online services please refer to the privacy policy. This policy applies to information collected in conjunction with those services, except with respect to individually identifiable health information that is considered Protected Health Information (“PHI”) under HIPAA.
- 10.5.** If you have additional questions or concerns about our privacy or security practices, please contact our HIPAA Compliance Officer, email address: j.flatley@axial3d.com.

11. Changes to our privacy policy

- 11.1.** 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 email. Please check back frequently to see any updates or changes to our privacy policy.

12. Contact

- 12.1.** Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to our [“Contact Us”](#) section of our website.