

Lumisphere Products Ltd

Privacy Policy & Terms and Conditions

Privacy Policy

Collection and Usage of Personal Data

Customer Accounts

If you have a customer account, Lumisphere Products Ltd may require personal information in order to manage your account or provide access to our services. Any such information will be used exclusively by Lumisphere Products Ltd and will not be shared with any third party except:

- Where required to facilitate your stated requirements, such as processing payments using your supplied banking details or shipping goods via commercial carriers.
- Where required by applicable UK or EU law.
- Where necessary to fulfil contractual obligations or legitimate business interests.

This data may be held within Lumisphere Products Ltd internal company systems, including Microsoft Office, Sage Accounting, and FileMaker software.

If you are a distributor and have consented to the publication of your company details on our website, such information is used solely for referral and promotional purposes.

Lawful Basis for Processing

Lumisphere Products Ltd processes personal data under one or more of the following lawful bases:

- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests
- Consent, where required

Email Newsletter Sign-Up

We do not currently operate an email marketing newsletter service. However, should this change in the future, any provider used will be GDPR compliant.

Your email address will not be shared with any third party for marketing purposes, and marketing communications will only be sent where consent has been provided where required by law.

General Enquiries, Product Information and Technical Support Requests

Any enquiry submitted via our website, email, or telephone contacts where personal information is shared will only be used to provide the services or information you have requested from us.

Such data is held securely on our company systems and servers.

Website Users

This website uses cookies — small text files placed on your device to help provide a better user experience. Cookies may be used to:

- Retain user preferences
- Store information for shopping baskets or enquiry forms
- Provide anonymised tracking data to third-party applications such as Google Analytics

In general, cookies help improve your browsing experience. However, you may prefer to disable cookies through your browser settings. Guidance for doing this can typically be found within your browser help settings.

Some cookies may be required for the correct functionality of the website.

External Links

This website may contain links to external websites not operated or controlled by Lumisphere Products Ltd. We are therefore not responsible for the content, privacy policies, or practices of any third-party websites.

These links are provided solely for your convenience and do not signify endorsement of the linked websites.

Data Retention

Personal data will only be retained for as long as necessary to fulfil the purposes for which it was collected, including satisfying any legal, accounting, or reporting requirements.

Data Security

Lumisphere Products Ltd takes appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, loss, or misuse.

Your Rights

Under applicable data protection legislation, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data
- Restrict or object to certain processing activities
- Request transfer of your data to another organisation
- Withdraw consent where processing is based on consent

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO) if you believe your personal data has been handled improperly.

If you have any concerns, queries, or requests relating to your personal data, please contact:

sales@lumisphere.co.uk

Website Terms and Conditions

If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Lumisphere Products Ltd's relationship with you in relation to this website.

The term "Lumisphere Products Ltd", "we", "us", or "our" refers to the owner of the website. The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms:

- The content of the pages of this website is for general information and use only. It is subject to change without notice.
- Whilst we endeavour to keep information accurate and up to date, neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness, or suitability of the information and materials found or offered on this website for any particular purpose.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It is your responsibility to ensure that any products, services, or information available through this website meet your specific requirements.
- Unauthorised use of this website may give rise to a claim for damages and/or constitute a criminal offence.
- From time to time, this website may include links to other websites for additional information and convenience. These links do not signify endorsement of those websites, and Lumisphere Products Ltd

accepts no responsibility for their content.

- Your use of this website and any dispute arising from such use shall be governed by the laws of England and Wales.

Lumisphere Products Ltd is registered in England and Wales under company number XXXXXXXX.