

DE SMIT MEDICAL SYSTEMS LIMITED

Website Terms & Conditions

De Smit Medical Systems Limited (a company registered in England & Wales under company number 06585345, whose registered office is 16 Coombend Radstock United Kingdom BA3 3AJ) (“De Smit Medical”) operates this website. Use of the site is governed by the following terms and conditions of use:

1. By using our website you agree to be bound by these terms and conditions. If you do not agree to be so bound you should not access or use our website.
2. This website its content and the copyright thereof are owned by De Smit Medical. You are not permitted to reproduce any aspect of the website or content, nor to incorporate it into or otherwise store it on your own website or any other publication, whether in electronic format or otherwise. You are also not permitted to mirror the content or modify or reuse the graphics or text in any way in any medium unless you have our express prior written permission to do so.
3. Data transmission over the Internet cannot be guaranteed to be 100% secure. As a result, whilst we strive to protect your personal information in accordance with the terms of our [privacy policy](#) (*hyper link to privacy policy*), we cannot ensure or warrant the security of any information you transmit to us via the internet, and you do so at your own risk. Once we receive your transmission, we make our best effort to ensure its security on our systems.
4. De Smit Medical regularly monitors and updates as necessary the information contained on this website. Changes to our services or pricing, our terms and conditions and policies or the contents of the website may be made at any time without notice to you. Continued use of our website and/or services will signify that you agree to any such changes.
5. De Smit Medical does not accept responsibility for any loss, whether direct, indirect or consequential, which you may suffer as a result of any changes we make in accordance with condition 4 above or otherwise by placing reliance upon any of the information contained on this website. Specifically, we give no warranty, guarantee or other term as to the suitability of our products or services for your actual requirements.
6. Any telephone calls to the numbers given on this website may be recorded for the purposes of training or quality monitoring.
7. De Smit Medical does not warrant or guarantee that this website or any of its links or linked sites are free from viruses. De Smit Medical will not accept liability for any losses or consequential losses caused by use of the website, links or linked

sites. Furthermore, we do not warrant or guarantee that this website will operate error-free or on an uninterrupted basis.

8. De Smit Medical may on its website provide links to external websites. De Smit Medical retains the right to reject or remove a link at any time without notice. De Smit Medical takes no responsibility for the content of external websites. The existence of a link to an external website or a link to Desmit Medical's website from an external website does not imply that Desmit Medical endorses or approves the linked website, its operator or the activities or views of that operator. De Smit Medical shall not be directly or indirectly responsible for any damage or loss caused by or in connection with the use of or reliance on any such content, goods, or services available on or through any advice or comments made on the websites of other individuals and organisations. The information you gather from the world wide web, chat, newsgroups or e-mail lists should not be relied upon as a substitute for formal advice from your GP or Continence nurse. Always speak to your primary medical advisor before trying any treatment you read about on the Internet
9. De Smit Medical reserves the right to amend any typographical clerical or other error or omission to the content of this website at any time without liability to you.
10. In accepting these terms you warrant not to use any device, software or similar to cause damage to the website or may cause interruption or render it less efficient or otherwise affect it to its detriment.
11. Any services that we provide following your request for information or order via this website will be provided strictly in accordance with our Terms & Conditions of Business .(*hypertext link to your standard T&C's*)

PRIVACY POLICY

De Smit Medical Systems Limited (a company registered in England & Wales under company number 06585345, whose registered office is 16 Coombend Radstock United Kingdom BA3 3AJ) is committed to ensuring that your privacy is protected. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

1 The information we collect and how we use it

When you register to use this website, contact us via our website or place an order via our website we need to know some of your personal and contact details to enable us to provide our services to you. In addition, we may use such information for the following purposes:

- i. To provide you with information requested from us, relating to our products or services. To provide information on other products which we feel may be of interest to you, where you have consented to receive such information.
- ii. To meet our contractual commitments to you.
- iii. To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.

We may also disclose your personal information to third parties:

- iv Where we are legally required to disclose your information.
- v To assist fraud protection and minimise credit risk.

We may also use aggregate information and statistics for the purposes of monitoring website usage in order to help us develop the website and our services and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual. Please see further the section on ‘**Use of cookies**’ below.

From time to time we may provide your information to organisations who are our business partners for research and analysis purposes so that we can monitor and improve the services we provide. We or our business partners may contact you by post, e-mail or telephone to ask you for your feedback and comments on our services.

We may also wish to provide you with information about special features of our website or any other service or products we think may be of interest to you. If you would rather not receive this information, please send an e-mail message entitled “Remove from mailing list 1” to sales@desmitmedical.com

2 Our use of cookies and IP addresses

Cookies are small text files for storing small pieces of data on a web client (ie the web browser on a computer). A web server may store cookies in a user's browser or request the browser to transmit certain data to the web server. De Smit Medical uses cookies and other data capture technology in several ways including allowing you access to the site, to place your order and to diagnose problems. Most web browsers automatically accept cookies but you may edit your browser options to block them in future. If you do this, you may lose some of the functionality of this website.

We may also collect IP addresses for the purpose of system administration and problem diagnosis. We will not use this information other than for our own technical purposes unless we are required to do so by law.

3 How we protect your information

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered into on our site will be encrypted to ensure its safety.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

We also keep your information confidential.

4 Updating your details

If any of the information that you have provided to De Smit Medical changes, for example if you change your e-mail address or name or if you wish to be removed from our database, please let us know the correct details by sending an e-mail to sales@desmitmedical.com.

5 Your consent

By submitting your information you consent to the use of that information as set out in this policy. If we change our privacy policy we will post the changes on this page, and may place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. Continued use of our website and/or services will signify that you agree to any such changes.

Owing to the global nature of the Internet infrastructure, the information you provide may be transferred in transit to countries outside the European Economic Area that do not have similar protections in place regarding your data and its use as set out in this policy. However, we have taken the steps outlined above to try to improve the security of your information. By submitting your information you consent to these transfers.

6 Third Party Links

You may find links to third party websites on our website. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them

7 Access To Information

The Data Protection Act 1998 gives you the right to access the information that we hold about you. Please note that any demand for access may be subject to payment of a fee of £10 which covers our costs in providing you with the information requested. Should you wish to receive details that we hold about you please contact us using the contact details below.

8 How to contact de Smit Medical

We welcome your views about our website and our privacy policy. If you would like to contact us with any queries or comments please send an e-mail to [\[sales@desmitmedical.com\]](mailto:sales@desmitmedical.com).