



These Internet pages are offered by LGC Genomics GmbH. This Privacy Policy only applies to this website, <https://shop.lgcgenomics.com>. It does not apply to websites linked by this website.

Please read this Privacy Policy in its entirety before using or disclosing personal data via our website.

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Welcome to the website of LGC Genomics GmbH. The protection of your personal data and fair and transparent processing are of great importance to us. We will provide the information you need to review and exercise your data protection rights hereafter.

## 1. Who is the controller?

The controller is:

LGC Genomics GmbH  
Ostendstraße 25  
12459 Berlin  
Germany

Email: [info.de@lgcgroup.com](mailto:info.de@lgcgroup.com)

## 2. How can I contact the data protection officer?

You may contact our data protection officer at:

LGC Genomics GmbH  
“Datenschutzbeauftragter”  
Ostendstraße 25  
12459 Berlin  
Germany

Email: [datenschutz@lgcgroup.com](mailto:datenschutz@lgcgroup.com)

## 3. For which purposes and on which legal basis do we process personal data?

If you surf our website, order our products or contact us, we will obtain personal data from you.

We process data on the following legal bases:

- With your explicit consent (Article 6(1)(a) of the GDPR), e.g., if you would like us to contact you directly or if you subscribe to our newsletter or want to participate in a survey.
- For performance of a contract to which we are subject (Article 6(1)(b) of the GDPR), e.g., if you purchase our products.
- As a company, we are subject to various legal obligations (Article 6(1)(c) of the GDPR). For example, under tax and commercial law, we are required to store certain documents.
- We also process data for the purposes of legitimate interests pursued by us or a third party (Article 6(1)(f) of the GDPR). This includes data processing for purposes of customer satisfaction, sales promotion, IT security and fraud prevention.



## 3.1 Data processing on our website

### 3.1.1 Contacting us

You may ask us questions or send us messages via our email addresses or by telephone. We only process your data to contact you through your desired means of communication and to respond to your inquiry. The legal basis is Article 6(1)(a) or (b) of the GDPR.

### 3.1.2 Customer account

To process your sequencing orders, you must register and create a customer account on our website. We will collect and store the following data for your registration:

- Title (optional)
- First name
- Last name
- Email address
- Username
- Password
- Address
- Company name, incl. department (optional)
- c/o (optional)
- Telephone number
- Fax number (optional)

After completing your registration, you will receive personal password-protected access and may view and manage your disclosed data. Registering is voluntary, but necessary for using our services.

The legal basis is Article 6(1)(b) of the GDPR.

### 3.1.3 Newsletter

You may subscribe to our newsletter to receive information about current offers, product news, etc. This may include offers of the LGC Group.

You will only be sent marketing information to your email address via our newsletter if you consent to the use of your email address for this purpose. You may withdraw your consent to our newsletter at any time by clicking on the unsubscribe link in the newsletter, updating the communication settings of your customer account or submitting your request to unsubscribe to [info.de@lgcgroup.com](mailto:info.de@lgcgroup.com).

Subscriptions to our newsletter require so-called closed-loop authentication. This means that, after you subscribe to our newsletter, we will send an email to your email address to request confirmation of your subscription. In addition, we will store your IP addresses and time of subscription and confirmation. This enables us to verify your subscription and investigate any misuse of your personal data by third parties.



### 3.1.4 Newsletter tracking

To better understand how our newsletter is used, we will assess your user behavior when we send you our newsletter. To perform such assessments, newsletter emails include so-called web beacons, also known as tracking pixels. These are one-pixel image files that link to our website and thereby enable us to assess your user behavior. This is done through use of web beacons assigned to your email address and linked to their own ID. These are also included in links in the newsletter.

This data is only collected in pseudonymized form. IDs are not linked to your other personal data and you cannot be directly identified thereby.

You may object to this tracking at any time by clicking on the separate link in every email. This information will be stored for as long as you subscribe to our newsletter. After you unsubscribe, we will only store this data anonymously for statistical purposes.

Such tracking is also not possible if you disable images on your email program. In this case, our newsletter will not be fully displayed and you may not be able to use all of its functions. If you display images manually, the above-stated tracking will be performed.

### 3.1.5 How are cookies used on this website?

When you use our website, cookies will be placed on your computer. Cookies are small text files placed on your hard disk by your browser and through which entity the placing the cookie will receive certain information. Cookies are used to make our Internet offer more user-friendly and effective. We also use cookies to identify you during subsequent visits if you have an account on our website. Otherwise, you will have to log in during every visit.

This website uses the following types of cookies whose scope and function are explained hereafter:

#### ***Transient cookies***

These cookies are automatically erased when you close your browser. These cookies especially include session cookies which store so-called session IDs through which different requests of your browser can be assigned to the same session. This allows your computer to be recognized when you return to our website. Session cookies are erased when you log out or close your browser.

#### ***Persistent cookies***

These cookies are automatically erased after a specified period which may differ for each cookie. You may erase cookies at any time through your browser's security settings.

#### ***Disabling cookies***

You may configure your browser settings as you wish and, e.g., block third-party or all cookies. Please note that this may prevent you from using every function of this website.



### 3.2 Data processing during telephonic support

If you contact us telephonically for tech support, we will, if necessary for processing, collect your name, company's name, inquiry and, if necessary, contact details to call you back. Your data will be used to process your inquiry. The legal basis for this is Article 6(1)(b) and (f) of the GDPR.

## 4. Will my data be transferred to third parties?

For LGC Genomics to process your data for the above-stated purposes, it may be necessary for other recipients to view and process your data.

### 4.1 Recipients within the LGC Group

In certain cases, it may be necessary for us to process your data within the LGC Group. However, your data will only be processed within the LGC Group if we are legally permitted to do so. This may be the case, e.g., if our LGC Group subsidiaries serve us as processors or where legitimate interests within the meaning of Article 6(1)(f) of the GDPR are present.

Other LGC Group subsidiaries may be found [here](#).

### 4.2 External service providers (processors)

Your data will be transferred to service partners acting on our behalf and who assist LGC Genomics with the performance of its services.

External service providers and partners, such as the shipping company commissioned for the delivery, will only receive your data to the extent necessary for processing your order. In such cases, the scope of transferred data will be limited to the necessary minimum.

Your personal data will be processed by commissioned processors within the meaning of Article 28 of the GDPR. To backup and provide/transfer data, we use Amazon Web Services (AWS) EMEA SARL, 38 Avenue John F. Kennedy, L-1855 Luxembourg, as our processor. As an additional security measure, we activated AWS' "client-side encryption" which prevents AWS from viewing your data. For further information about data protection by AWS, please see AWS' Privacy Notice: <https://aws.amazon.com/privacy/>.

Apart from that, LGC Genomics will only disclose your data if required by law/a court.

## 5. Will my data be processed outside of the EU and how is data protection ensured?

It is important to us to process your data in the EU. However, we may use service providers who perform activities outside of the EU. In these cases, we ensure an adequate level of protection before transferring your personal data. This means applying standard EU contractual clauses or an adequacy decision to ensure levels of protection comparable to EU standards. For standard EU contractual clauses, we also implement additional measures, such as encryption, to ensure appropriate standards.



## 6. How long will my data be stored?

We erase the data subject's personal data when the storage purpose ceases to apply and erasure is not prevented by legal storage obligations.

## 7. What rights do I have and how can I exercise them?

You have the following rights against us concerning your personal data:

### 7.1 General rights

You have the right of access and to rectification, erasure, restriction of processing, data portability and to object to processing. If processing is based on your consent, you have the right to withdraw this consent for the future.

### 7.2 Rights when processing data with legitimate interests

Under Article 21 of the GDPR, you have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on Article 6(1)(e) (a task carried out in the public interest) or (f) (for the purposes of legitimate interests). If you object, we will no longer process your personal data unless we demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defense of legal claims.

### 7.3 Rights in case of direct marketing

If we process your personal data for direct marketing purposes, you have the right, under Article 21(2) of the GDPR, to object at any time to processing of personal data concerning you for such marketing.

If you object to processing for direct marketing, we will no longer process your personal data for such purposes.

### 7.4 Right to lodge a complaint with a supervisory authority

You also have the right to lodge a complaint with a competent data protection supervisory about our processing of your personal data.

## 8. Miscellaneous

### 8.1 Changes to this Privacy Policy

This Privacy Policy is regularly adjusted to developments of the Internet and our offers. Significant changes will be announced in time on this page. To stay up to date with our Privacy Policy, this page should be checked regularly.

### 8.2 Links to other websites

Our web pages may feature links to websites of other providers. Please note that this Privacy Policy only applies to web pages of LGC Genomics. We have no influence over and do not review whether other providers comply with applicable data protection regulations.