

Quantemol Ltd: Privacy Policy

Date: 20th June 2025

Contact Information: Quantemol Ltd 320 Angel, City Road, London, EC1V 2NZ
Email: info@quantemol.com **Phone:** +44 (0)208 133 51 03

This document outlines how Quantemol collects, uses, and protects your personal information.

Our Principles

Quantemol is committed to protecting your privacy using appropriate security technology. We ensure that both our internal systems and our third-party service providers have suitable security measures in place.

We respect your privacy and will only send you marketing emails that you have explicitly consented to receive. We will only collect and use your information for legitimate business reasons and will be transparent about how we use it. Your information will only be used for its original purpose, and outdated information will be securely disposed of.

How We Collect Information

We collect personal information in the following ways:

- **Directly from you:** When you sign up for a QuantemolDB membership, register for an event, use our services, or communicate with us.
- **Indirectly:** Information may be shared with us by third parties, such as a recommendation from a colleague.
- **Publicly available sources:** We may combine information you provide with publicly available data to better understand your field of expertise.

How We Use Your Information

We collect information for four main reasons:

1. To offer our software and services to relevant businesses.
2. To provide ongoing support and service to our customers.
3. To conduct market research to inform our product development and identify new markets.
4. To send marketing communications about product developments and events, with your consent.

Information We Collect and Store

"Personal Identifiable Information" includes your name, address, telephone number, and email address. We only collect this information when you submit it to us.

- **Customer Discussion Records:** Project details and software usage purposes are recorded to provide you with the best service. This information is stored in an encrypted format on our cloud server, CRM, and email server. Access is limited to relevant employees. These records will be deleted 10 years after our last project or contact with you.
- **Personal Data:** Your data is stored in our CRM system, which is encrypted using industry-standard AES-256 and is SOC 2 compliant. Data is encrypted in transit using TLS 1.2/1.3 with Perfect Forward Secrecy. Access to the CRM is restricted to employees directly involved in customer relations. Your personal data will be stored for 5 years after our last project or contact and then removed. We will not share your information with any third parties.

Your Rights

You have the following rights regarding your personal information:

- The right to be informed about how your data is used.
- The right to access your personal data.
- The right to have inaccurate data rectified.
- The right to erasure (to be forgotten).
- The right to restrict or object to the processing of your data.
- The right to withdraw consent.
- The right to complain to the Information Commissioner.

To update your information, please email support@quantemol.com. We will process your request within 72 hours.

Data Deletion

Personal data is deleted 5 years after the last project completion or contact. Upon request to support@quantemol.com, we will completely delete your information from our CRM and all backup files within 30 calendar days and confirm once completed. Deleted data cannot be recovered. Data in system backups is deleted periodically every 2 years.

Data Security

We use appropriate technical and organisational measures to secure your personal data.

Our security procedures include:

- **Physical Security:** Desks and cupboards with confidential information are kept locked.
- **Access Control:** Computers are protected by strong, regularly changed passwords and locked when unattended. Data is available only on a need-to-know basis.
- **Data Storage:** Electronic data is stored on approved platforms like Google Drive and Dropbox, not on local devices. Servers containing personal data are secure and protected by security software.
- **Disposal:** Paper documents are shredded, and electronic storage devices are rendered unreadable when no longer needed.

Data Breaches

If a data breach poses a risk to individuals, we will report it to the Information Commissioner's Office within 72 hours of discovery. Affected individuals will be notified if the breach is likely to result in a high risk to their rights and freedoms.

Legal & Policy Changes

We reserve the right to disclose personal data to comply with applicable laws and government requests. If we change our privacy statement, we may email customers with the new details and will obtain consent where required by law.

Data Protection Responsibility

The CEO, Anna Nelson, is the appointed Data Protection Officer (DPO) and is responsible for ensuring compliance with data protection laws. All staff are responsible for complying with this policy. Any breach may result in disciplinary action.

Quantemol is registered with the Information Commissioner's Office under registration reference ZA205556.