Policy Prepared by:	Sabrina Finnegan
Approved by CEO/Management on:	10 Aug 2023
Policy became operational on:	10 Aug 2023
Last Review Date:	10 Aug 2024

PRIVACY STATEMENT

1. HOW WE USE YOUR INFORMATION

This privacy notice provides information about the ways in which the Kelsius collects, stores, shares or keeps personal information provided by our customers.

2. USING OUR WEBSITE:

Our website (www.Kelsius.com) has introduced cookies. The purpose of the cookies is solely to track anonymous traffic data. This enables us to design our website to ensure we provide relevant information in an easily accessible format. No personal identifiable information is collected. Please see below for our Cookie Policy.

3. ONLINE ENQUIRY:

Our website allows you to contact our Customer Support or Sales Team directly. In order to respond to your query we collect your name, email address and a short message regarding your query.

4. CALLING OUR CUSTOMER SUPPORT DESK:

All calls are logged by our PBX system and the logs are retained for 3 days. We do not record phone conversations; however the information supplied is noted on our Customer Support database in order to fulfil our contractual obligations and assist in your query.

5. EMAILING US:

Any emails sent to us are recorded and forwarded to the relevant section. The sender's email address will remain visible to all staff tasked with dealing with the query. Please be aware that it is the sender's responsibility to ensure that the content of their emails is within the bounds of the law.

6. INTERCOM CHAT BOT:

Our Kelsius Portal has introduced a Chat Bot which allows you to troubleshoot issues by answering a series of questions. The site automatically tracks and stores certain standard data fields on users which are core to the service. This includes Name, Email and phone number. The data is automatically expired for visitors not seen for 9 months.

7. MAKING A COMPLAINT TO US:

When we take on a complaint, a file is generated. This will usually contain personal information about the complainant and the details of the complaint. We will only collect personal information that is necessary to investigate the complaint.
Where the complaint is in relation to Kelsius product operation, an internal investigation will need to be completed. In order to investigate a compliant an Internal Corrective action & Non-conformity Report will be generated. This is controlled by the Quality Assurance Personnel.

The information contained in complaint files will be kept in line with our retention policy. This means that information will be held for six years from the last date of action on the file. It will be kept in a secure environment and available only to those who need to access it.

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8. ACCESS TO PERSONAL INFORMATION:

A subject access request may be submitted to our Customer Support Team using the template provided. This is available from our Customer Support Team at support@kelsius.com.

9. DISCLOSURE:

In certain circumstances, the Data Protection Regulation allows personal data to be disclosed to law enforcement agencies without the consent of the data subject. Under these circumstances, Kelsius will disclose requested data. However, the Company will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.

10.   CV'S

All CV's submitted to Kelsius in application for employment will be retained for the duration of the vacancy and up to 1 year after application. CV's of employees will be retained indefinitely.

11.   COOKIE POLICY

10.1   WHAT IS A COOKIE

A cookie is a small piece of data that may be stored on your computer or mobile device. It allows a website to "remember" your actions or preferences over a length of time.

Further information on cookies can be found at http://ec.europa.eu/ipg/basics/legal/cookies/index_en.htm

10.2 HOW ARE THEY USED

In relation to our web portal, we set cookies to store a session ID. The session ID is then used to identify if the session has been authenticated, i.e. that the user has successfully logged in.

10.3   WHERE IS THE INFORMATION STORED?
Session details are stored on the Web servers until the session expires or the web service is restarted. A copy of the session ID is also stored in the central database. These are visible in the audit trail.

10.4   HOW COOKIES ARE USED
The user's browser will send the cookie/session id to our web servers. The session id is then verified server-side.

10.5   RETENTION OF COOKIE?
The session ID associated with the cookie is kept indefinitely. The cookie itself expires at the end of the session.

10.6   WHO HAS ACCESS TO IT?

Audit Trial is visible to Customer Service, along with Server Administrators and Rackspace (Data Host site). The audit trail is also visible to customers.

12.   MANAGING COOKIES

Within your browser you can choose whether you wish to accept cookies or not. Different browsers make different controls available to you and so we provide links below to popular browsers' instructions on how you can do this. Generally, your browser will offer you the choice to accept, refuse or delete cookies at all times, or those from providers that website owners use ("third party cookies"), or those from specific websites.

NB: User who have blocked cookies will not be able to log on to the Kelsius portal.

- [Google Chrome](#)
- [Internet Explorer](#)
- [Firefox](#)

13.CHANGES TO OUR PRIVACY STATEMENT:

This is a live document, under regular review. This policy was last updated in Jan 2022.

14.   HOW TO CONTACT US:

If you require further information regarding our Privacy Statement, you can contact us Support@Kelsius.com