

Chemspace Privacy Policy

1. Introduction

Chemspace Privacy Policy (hereinafter referred to as “the Policy”) applies to Chemspace Website (www.chem-space.com, hereinafter referred to as “the Website”) and all the Chemspace Products and Services (“the Products and Services”) offered by SIA “Chemspace” and Chemspace US Inc. (collectively “Chemspace”, “we” or “us”). Unless otherwise stated, the Products and Services are provided by SIA “Chemspace” (Ilukstes iela, 38-5, Riga, LV-1082, Latvia) if you reside in the country from the European Union or the European Economic Area or one of the following countries: Switzerland, Serbia, Bosnia&Herzegovina, Montenegro, Albania, Macedonia, Kosovo, Ukraine, Russia, Belarus, Israel, Australia, India, China, Korea, Taiwan, Japan; and Chemspace US Inc. (Princeton Corporate Plaza, 7 Deer Park Drive, Suite M-5, Monmouth Junction, NJ 08852, USA) if you reside in the United States, Canada or the other countries not mentioned for SIA “Chemspace”.

“Personal Information” or “Personal Data” (hereinafter referred to as “the Information” or “Your Information”) in this Policy means the data that we collect, including but not limited to Name, Surname, Company, Address, Email, Phone, IP address, Cookies, Survey Responses, Data collected from the web forms on the Website, or data inserted on a Website.

“You” in this Policy refers to individuals, who access, use, or interact with the Website and/or the Products and Services.

“Registered User” (hereinafter referred to as “User”) means visitor of the Website who has registered on the Website by filling the Registration form.

“Profile” means a user account on the Website with all the information provided by the User and the Information on the activity of the User. Only a Registered User has Profile.

“Partner” means a supplier with advanced features and additional privileges to use Chemspace, signed the Partnership Agreement. Current Chemspace partners are FCH Group, Enamine Ltd, and UORSY (UkrOrgSyntez Ltd).

“Distribution agreement” means a written document between Chemspace and selected suppliers, namely Abamachem Ltd, BCH Research LLP, Curpys Chemicals Ltd, FCH Group, Intermed Ltd, Selena Chem Ltd, and UORSY (UkrOrgSyntez Ltd), granting the rights to Chemspace to represent these companies and sell their Products.

“Designated Countries” means the countries of the European Economic Area (EEA) and Switzerland.

“GDPR” means REGULATION (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

We may amend this Policy at any time by posting the amended version on the Website with the version and the effective date shown. We will announce any changes to this Policy on the Website and/or via email.

If you disagree with this Policy, please do not access the Website, do not use the Products and Services, and/or interact with any aspect of Chemspace business.

2. Scope

This Policy covers the Information that we collect about you when you use the Website and/or our Products and Services, or otherwise interact with Chemspace. The Policy describes the following topics:

- 1) The Information that we collect;
- 2) The legal basis of processing the Information that we collect;
- 3) The period of storage of the Information we collect;
- 4) The purposes of using the Information we collect;
- 5) The ways to share the Information we collect;
- 6) The ways to protect the Information we collect;
- 7) Transfer the Information that we collect internationally;
- 8) Ways to access and/or control your personal information on the Website;
- 9) Cookies and analytics technologies we use on the Website;
- 10) The Information about your data controller;
- 11) Chemspace contact details.

3. The Information that we collect

We collect the Information about you:

- 1) When you provide it to us;
- 2) When you use our Products and Services;
- 3) When using Cookies and analytics technologies;
- 4) When the Information is provided by other sources.

You have a choice to select the Information we are able to collect. You may decline when we ask you to provide Your Information. The lack of the Information that is essential to create your Profile on the Website, may prevent you from using the Products and Services.

3.1. The Information you provide to Chemspace

You may provide us with the following Information:

- 1) When registering on the Website, the mandatory fields are Name, Surname, Email, Password, Company, and Country. The optional fields are Date of Birth, Salutation, and Preferred Currency;
- 2) When making Instant Enquiry on the Website, you may provide us with your City, Phone, Address, and Comments in addition to the Information mentioned in 1);
- 3) Delivery and Billing Information when placing an order with Chemspace;
- 4) Content that you generate, or that is connected to your account on the Website including but not limited to the Items added to the Basket, the Items added to the My Favorites List, created Lists, Preferred Suppliers List;
- 5) You may also provide us with other information through different web forms on the Website including updating your Profile or adding the Information to it;
- 6) Your responses to our Surveys or Questioners.

3.2. The Information that we collect when you use our Products and Services

We collect certain information about you **automatically** when you visit our Website or interact with our Products and Services. This includes but not limited to:

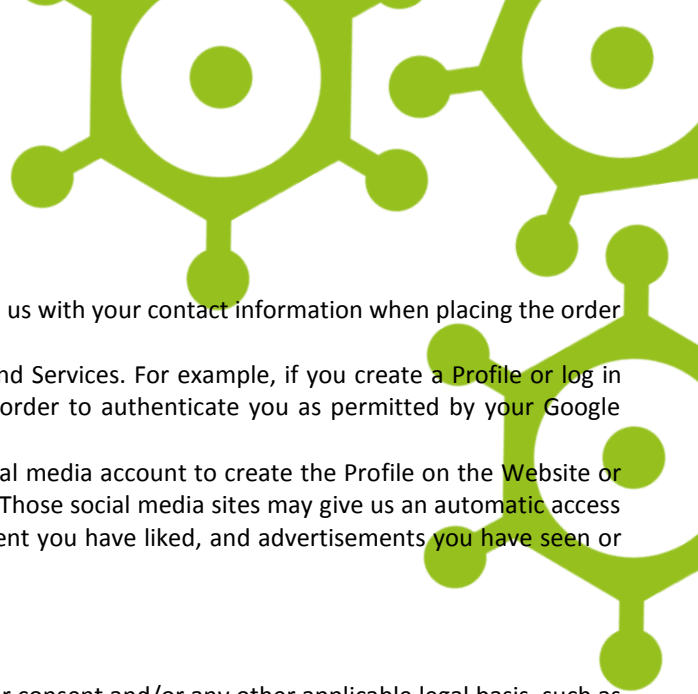
- 1) The features you use on the Website: the Links you click on; type, size and file names of the documents you download from us; frequently used search options; the Information on your interaction with other Users;
- 2) The Information about your computer, phone, tablet, or another device you use to access the Website. This Information contains your connection type, statistics on your page views, traffic to and from the Website, referral URLs, advertising data, your browsing history, and your weblog information (all the aforementioned is related to the Website);
- 3) The Information on your device: Operating systems, Internet browser, IP address, URLs of referring/exit pages, device identifiers, and crash data. We use your IP address and/or country preference to provide you with a better Service experience. Remember, that most mobile devices allow you to control or disable the use of location services by any application on your mobile device.
- 4) If you do not accept our use of cookies and analytics technologies when you use our Website and do not give us any details about you, you are considered as anonymous user, and the only information we collect in this case is your IP address and necessary cookies. This information is stored for the technical purposes within the period indicated in Section 5 of this Policy.

3.3. Information that we collect by using Cookies and analytics technologies

We use Cookies and similar technologies to collect information about the Pages you view, the links you click on, and other actions you do when using the Website and within our advertising and/or email content (e.g., newsletters). For more information about our use of Cookies and how to control them please see the section "**Cookies and analytics technologies that we use on the Website**"

3.4. Information provided by other sources

We collect information about you:



- 1) From another User of Chemspace. For example, when a User provides us with your contact information when placing the order and choosing you as a billing contact;
- 2) When you integrate or link a third-party service with our Products and Services. For example, if you create a Profile or log in using your Google credentials, we receive your Name and Email in order to authenticate you as permitted by your Google profile settings;
- 3) When you share information with social media sites and use the social media account to create the Profile on the Website or to connect your Profile with the corresponding social media account. Those social media sites may give us an automatic access to certain personal information (e.g., content you have viewed, content you have liked, and advertisements you have seen or have clicked on).

4. The legal basis of processing of the Information we collect

The legal basis for the processing of your Information that we collect is your consent and/or any other applicable legal basis, such as our legitimate interest in engaging in commerce and offering the Products and Services to you; research and development of the Products and Service and to protect our legal rights and interests.

5. Storage period for the Information we collect

We store your Information for the time necessary to provide the Products and Services you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our policies:

- 1) **Your profile information:** we store your Information until you delete your Profile. We also retain some of your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, to support business operations, and to continue to develop and improve our Products and Services. But we take actions to eliminate the Information that directly identifies you, and we only use the Information to get the collective insights on the use of the Website.
- 2) **Marketing information:** if you chose to receive marketing emails from us upon the Registration, we store the Information on your marketing preferences unless you ask us to delete or not to use this Information. We retain information derived from Cookies and other tracking technologies for a reasonable period of time.
- 3) **Anonymous user information:** If you do not accept our use of cookies and analytics technologies when you use our Website, we store your IP address with the technical purposes for the period of 10 days and necessary cookies, which are store during one session on our Website.

6. Purposes of using the Information that we collect

We use the Information that we collect for the following purposes:

- 1) **Provision of the Products and Services and personalize your use of them.** We use the Information to provide the most relevant Products and Services to you and to authenticate you when you logged in on the Website and are operating and maintaining the Products and Services.
- 2) **Research and development of the Products and Services.** We always aim to make our Products and Services fast, secure, and relevant to you. We use the Information on how you have used our Products and Services and your feedback to troubleshoot and to identify usage, activity patterns and areas for to improve User experience on the Website.
- 3) **Communication with you about the Products and Services.** We use your Information to contact you via email or within the Website to confirm your Profile, your enquiries and orders, to respond to your comments, questions, and requests; to provide you customer support, and to send you technical notices, updates, security alerts, and administrative messages.
- 4) **Marketing and promotion of the Products and Services.** We use your Information and the Information on how you use the Products and Services to send promotions that may be of specific interest to you. This includes advertising Chemspace via email marketing or via other websites and platforms like Facebook, Google, Instagram, etc. and tells you about new features, survey requests, newsletters, and products that we think may be of interest to you. We also send you offers on new product and promotions. To control receiving these marketing materials please follow the instructions described in **Accessing and controlling your personal information** section.
- 5) **Safety and security.** We use the Information about you and your User experience to verify your Profile and activity that is necessary to monitor suspicious or fraudulent activity and to identify violations of the Chemspace policies.

7. Sharing the Information that we collect

Chemspace is not in the business of selling the Information provided by you to third parties.

We share the Information that we collect about you when:

- 1) You have agreed to share it because the Information is necessary to complete a transaction or to provide a requested product. For example, when you provide payment information to make a purchase, we will share it with bank and other entities that process payment transactions or provide other financial services.
- 2) We may also share the Information with the Chemspace Partners and suppliers who signed Distribution Agreement with Chemspace for the purpose of processing your orders.
- 3) The Products and Services may include links that direct you to other websites whose Privacy Policies may differ from this Policy. If you submit information to any of those third-party websites, your information is governed by their privacy policies and not covered by this Policy. **We encourage you to carefully read the privacy policy of any website you visit.**
- 4) We may disclose your Information to our service providers (e.g., service providers which assist us with sending marketing materials, delivering orders etc.). The service providers shall only use your Information in compliance with our instructions.

8. Protection of the Information that we collect

We implemented a number of security measures to protect collected personal data against accidental or unlawful destruction or loss, misuse, unauthorized access, modification, disclosure or access and against all other unlawful forms of processing.

A list of measures we implemented for personal data protection:

- 1) Use of HTTPS (Hypertext Transfer Protocol Secure) protocol on the Website. The principal motivation for using HTTPS is protection of the privacy and integrity of the exchanged data while in transit through encrypted transport mechanisms SSL (Secure Sockets Layer) and TLS (Transport Layer Security). Thus, the access to the personal data is restricted to unauthorized persons.
- 2) Account data is mirrored and regularly backed up off the Website.
- 3) Chemspace account passwords are all hashed.
- 4) All login pages of the Website pass data via TLS.
- 5) All Chemspace personnel are subject to full confidentiality. Whenever authorized personnel access the personal data the access is only possible over an encrypted connection. When accessing the data in a database, the IP number of the person accessing the data must also be pre-authorized to obtain the access. The access to view the personal data in Chemspace database is login and password protected.
- 6) Access to personal data is restricted to individually authorized personnel of Chemspace. Chemspace Security and Privacy Manager issues authorizations and maintain a log of granted authorizations.
- 7) We use security reports to monitor access patterns and identify and mitigate potential threats of unlawful forms of processing of the personal data.
- 8) If your data is compromised, we will notify you and competent Supervisory Authority (ies) within 72 hours by e-mail with information about the extent of the breach, affected data, any impact on the Products and Services and our action plan for measures to secure the data and limit any possible detrimental effect on the data subjects.

9. Transfer the Information that we collect internationally

We may process and store your Information on our servers located in the United States.

The Website is hosted in the United States that means that we may transfer the Information submitted by you through the Website outside the Designated Countries. Your emails sent to us are also stored on our email servers hosted in the United States.

We may use service providers based outside the Designated Countries to help us provide our Products and Services to you and, therefore, we may transfer your Information outside the Designated Countries for providing you with our Products and Services and advertising materials.

We take steps to ensure that when your Information is transferred outside the Designated Countries by our service providers and hosting providers, the appropriate measures and controls are in place to protect the Information in accordance with all applicable data protection laws and regulations.

A transfer of personal data to the service providers, which are located outside the designated countries, is carried out on the basis of an adequacy decision (Article 45 of GDPR) or is governed by the appropriate contract and/or standard contractual clauses between SIA “Chemspace” or Chemspace US Inc. and corresponding service provider (Article 46 of GDPR).

By using our Website, Products and Services or by interacting with us in the ways described in this Policy, you consent to the transfer of your information outside the Designated Countries in the circumstances set out in this Policy. If you do not want your information to be transferred outside the Designated Countries you should not use the Website, our Products and Services.

10. Ways to access and/or control your personal information

You choose which Information you want to share with Chemspace. You can find the ways to control your Information in the Services menu of your account. For all other requests, you may contact us to request assistance, the contact details are provided in the **Contacts** section.

A list of choices to access and/or control your information includes:

- 1) Access and update your information. You are able to access and update certain Information you have provided on the Website, visit the **Account and Settings** tab in your Profile. For example, you can access and update your personal Information (the **Account and Settings** tab, **Personal Information** section);
- 2) Deactivation of your account. If you no longer wish to use our Products and Services, you are able to deactivate your account on the Website. For the deactivation, please contact [us](#) by email given in the **Contacts**;
- 3) Deleting your Information. You are able to delete certain Information about you from the Website by editing your Profile. Please note that we may need to retain certain Information to keep your record, to complete transactions, or to comply with our legal obligations;
- 4) Unsubscribe from receiving promotional messages. You may opt out of receiving promotional messages from us by using the unsubscribe link found in each our email, by updating your email preferences in your Profile (**Account and settings – Personal information – checkbox “I agree to receive email notification”**), or by contacting us using **Contacts** to remove your Information from our promotional email list. Even after you opt out from receiving the promotional messages, you will continue to receive emails from us regarding our Products and Services, e.g., enquiries and orders confirmation messages;
- 5) Turn off the Cookies and analytics technologies. You can change the options of your browser and stop accepting Cookies to opt out of use of the Cookies. If you do not accept Cookies, however, you may not be able to use some of our Products and Services. For more information about the Cookies analytics technologies that we use, read in the **Cookies and analytics technologies that we use on the Website** section.

11. Cookies and analytics technologies that we use on the Website

A Cookie is a small piece of information that is saved on your computer when you visit the Website. It is a legitimate and useful tool to analyze the effectiveness of the Website design and advertising, and to verify the identity of Users engaged in online transactions. We use the following Cookies:

Name	Provider	Type	Stored	Description
Necessary Cookies. Necessary Cookies help make the Website usable by enabling basic functions like page navigation and access to secure areas of the Website. The Website cannot function properly without these Cookies.				
PHPSESSID	chem-space.com	HTTP	Session	Preserves User session state across page requests
_csrf	chem-space.com	HTTP	Session	Used by the framework to protect from csrf attacks
Cart	chem-space.com	HTTP	Session	This Cookie has a unique ID and allows the Website to keep track on the items you add to Cart. When you check out, the Website retrieves all the items stored in your Cart using the Cookie

Functionality Cookies. These Cookies enhance the functionality of the Website by storing your preferences. Functionality Cookies record information about choices you have made (e.g., your username or preferred language) and allow you to see the personalized version of the Website.

_gaexp	chem-space.com	HTTP	76 days	The Cookie is used by Google Optimize and contains the expiration date for the experiment expressed in terms of days since the Unix epoch (Jan 1, 1970). Its purpose is to remove the Cookie value for expired experiments.
AB_test	chem-space.com	HTTP	60 days	The Cookie is used by Google Optimize and helps to determine which variant of the design the Website homepage should be shown to Users.
timezone	chem-space.com	HTTP	29 days	The Cookie is used to store the current Time Zone of browser in order to display the correct time to a User
contact_link	chem-space.com	HTTP	Session	The Cookie is used to check the connection details, i.e. whether the session is established via proxy server. We kindly remind you that some Services might work incorrectly while the connection via proxy server is used.

Statistics Cookies. Statistic Cookies help us to understand how you interact with the Website by collecting and reporting information anonymously.

_dc_gtm_UA-#	chem-space.com	HTTP	Session	The Cookie is used by Google Tag Manager to control the loading of a Google Analytics script tag
_ga	chem-space.com	HTTP	2 years	The Cookie creates a unique ID that is used to generate statistics data on how you use the Website
_gat	chem-space.com	HTTP	Session	The Cookie is used by Google Analytics to throttle request rate
_gid	chem-space.com	HTTP	Session	The Cookie creates a unique ID that is used to generate statistics data on how you use the Website

Marketing Cookies. Marketing Cookies are used to track visitors across websites. This allows to display the relevant ads and to engage you. The Cookies are valuable for publishers and third-party advertisers.

_hjIncludedInSample	chem-space.com	HTTP	Session	The Cookie determines if your navigation details should be registered in a certain statistic place holder
ads/ga-audiences	google.com	Pixel	Session	The Cookie is used by Google AdWords to re-engage a visitor that are likely to convert to a customer based on the visitor's online behavior across websites
collect	google-analytics.com	Pixel	Session	The Cookie is used to send data to Google Analytics about your device and your behavior on the Website. It tracks the visitor across devices and marketing channels.

MUID, MUIDB	bing.com	HTTP	1 year	The Cookie is widely used by Microsoft and enables the tracking of the User by synchronizing the unique ID across many Microsoft domains.
_uetsid	chem-space.com	HTTP	Session	This is Microsoft Bing Ads Universal Event Tracking (UET) Cookie. It is used by Bing Ads to re-engage a visitor that are likely to convert to a customer based on the visitor's online behavior across websites.

We also the following analytics technologies to provide functionality of our Products and Services:

Google Analytics. Google Analytics uses "Cookies", which are text files placed on your computer, to help the Website analyze how you use the Website and other parts of the Products and Services. The Information generated by the cookie about your use of the Website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the Website compiling reports on our Website activity and providing other services relating to Website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the Information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of Cookies by selecting the appropriate settings on your browser or within the application, however, please note that if you do this you may not be able to use the full functionality of the Website. By using our Website, you consent to the processing of data about you by Google in the manner and for the purposes set out above. You can opt out of data collection or use by Google Analytics by clicking a link:

<https://tools.google.com/dlpage/gaoptout>

Hotjar. Hotjar helps us understand how you use our Website (mouse movements, clicks, scrolling etc.). For this purpose, Hotjar uses Cookies to collect information including standard internet log information and details of visitors' behavioral patterns upon visiting our Website pages.

You can opt out of data collection or use by Hotjar by clicking a link:

<https://www.hotjar.com/legal/compliance/opt-out>

12. Your Data Controller

In the context of Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR), SIA "Chemspace" and Chemspace US Inc. are considered as joint controllers with appropriate agreement signed between.

If you reside in the European Union or one of the following countries: Switzerland, Norway, Serbia, Bosnia&Herzegovina, Montenegro, Albania, Macedonia, Kosovo, Ukraine, Russia, Belarus, Israel, Australia, China, Korea, Taiwan, Japan, India - you are contracting with **SIA "Chemspace"** (established under the laws of Latvia and having its principal place of business at Ilukstes iela 38-5, Riga, LV-1082, Latvia).

If you reside in the United States, Canada or the other countries not mentioned above, you are contracting with **Chemspace US Inc.** (established under the law of state of New Jersey of the United States of America and having its principal place of business at Princeton Corporate Plaza, 7 Deer Park Drive, Suite M-5, Monmouth Junction, NJ 08852).

The company you are contracting with is your Data Controller, and is responsible for the collection, use, disclosure, retention, and protection of your personal information in accordance with this Policy, General Data Protection Regulation (GDPR), as well as any applicable national laws.

13. Contacts

If you have questions or concerns on the way your information is handled, please direct your inquiry to SIA "Chemspace", if you are a resident of the European Union or one of the following countries: Switzerland, Norway, Serbia, Bosnia&Herzegovina, Montenegro, Albania, Macedonia, Kosovo, Ukraine, Russia, Belarus, Israel, Australia, China, Korea, Taiwan, Japan.



If you are a resident of the United States of America, Canada or the other countries not mentioned above, please contact Chemspace US Inc.

SIA "Chemspace"

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Latvia

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