

Website Policy for RMS International (USA) Inc.

Effective Date: 11/13/2024

This Website Policy ("Policy") governs the use of the website www.rms-usa.com ("Site"), owned and operated by RMS International (USA) Inc. ("Company," "we," "us," or "our"). By accessing and using our Site, you ("User" or "you") agree to the following terms and conditions. If you do not agree to these terms, you should not use the Site.

1. Terms of Service

1.1 Use of the Site

You agree to use this Site only for lawful purposes and in a manner consistent with all applicable local, state, and federal laws. You may not use this Site to engage in any activity that interferes with the functioning of the Site or that could harm, disrupt, or limit the functionality of the Site.

1.2 Account Registration

Certain features of the Site may require registration. If you register for an account, you agree to provide accurate and up-to-date information. You are responsible for maintaining the confidentiality of your account information and for all activity that occurs under your account.

1.3 Prohibited Activities

You agree not to engage in the following activities:

- Unauthorized access to any part of the Site, including accounts, networks, or servers.
- Uploading or transmitting any malicious software, viruses, or other harmful code.
- Engaging in fraudulent activities or misrepresenting your identity.

1.4 Changes to Terms

We reserve the right to update or modify these Terms of Service at any time. Any changes will be posted on this page with an updated "Effective Date." Your continued use of the Site after such changes will constitute your acceptance of the revised Terms.

2. Privacy Policy

At RMS International (USA) Inc., we respect your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our Site.

2.1 Information We Collect

We may collect personal information that you provide directly to us, such as when you:

- Register for an account.
- Sign up for newsletters or marketing communications.
- Make a purchase or request information about our products or services.

The types of information we may collect include your name, email address, phone number, billing information, and other relevant details.

We may also collect non-personal information automatically when you visit our Site, such as your IP address, browser type, device information, and browsing activity. This data helps us improve the functionality of our Site.

2.2 How We Use Your Information

We may use the information we collect for the following purposes:

- To provide you with products and services.
- To respond to your inquiries or requests.
- To send marketing communications and promotional offers (with your consent).
- To improve the functionality and user experience of our Site.

2.3 Sharing Your Information

We will not sell or rent your personal information to third parties. However, we may share your information with trusted third-party service providers who assist us in operating the Site and providing our services, provided that they agree to keep your information confidential.

2.4 Data Security

We implement appropriate technical and organizational measures to protect the personal information we collect from unauthorized access, disclosure, alteration, or destruction. However, no data transmission over the internet can be guaranteed to be 100% secure, so we cannot guarantee the absolute security of your data.

2.5 Your Rights

You have the right to access, update, and delete your personal information. If you would like to exercise these rights, please contact us at enquiries.usa@rmsint.com.

3. Cookie Policy

Our Site may use cookies and similar technologies to enhance your experience and gather data on how you use the Site. By using the Site, you consent to the use of cookies in accordance with this Cookie Policy.

You can control the use of cookies through your browser settings, but please note that some parts of the Site may not function properly if cookies are disabled.

4. Disclaimer

4.1 General Disclaimer

The content on this Site is provided for informational purposes only. While we strive to ensure that the information is accurate and up-to-date, we make no representations or warranties, express or implied, about the accuracy, completeness, or reliability of the content. You use the Site at your own risk.

4.2 Limitation of Liability

To the fullest extent permitted by law, RMS International (USA) Inc. will not be liable for any direct, indirect, incidental, special, or consequential damages arising from your use or inability to use the Site, including but not limited to damages for loss of profits, data, or other intangible losses.

5. Links to Third-Party Websites

Our Site may contain links to third-party websites for your convenience or information. We do not control or endorse the content of these websites and are not responsible for the privacy practices or the content of such sites. Visiting third-party websites is at your own risk.

6. Governing Law and Dispute Resolution

These Terms of Service are governed by and construed in accordance with the laws of the State of Massachusetts, United States. Any disputes arising from or relating to these Terms or your use of the Site shall be resolved through binding arbitration in Massachusetts, and not in court.

7. Contact Information

If you have any questions or concerns about this Website Policy or wish to exercise your rights under our Privacy Policy, please contact us at:

RMS International (USA) Inc.

39 High St. North Andover MA 01845

Email: enquiries.usa@rmsint.com

Phone: (781) 305-4366

8. Changes to This Policy

We may update this Website Policy from time to time. Any changes will be posted on this page, and the "Effective Date" at the top of the page will be updated accordingly. We encourage you to review this Policy periodically to stay informed about how we are protecting your information and ensuring your experience on our Site remains secure.

Privacy Policy for RMS International (USA) Inc.

Effective Date: 11/13/2024

RMS International (USA) Inc. ("we," "us," or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website www.rms-usa.com ("Site").

1. Information We Collect

We may collect the following types of information when you interact with our Site:

1.1 Personal Information

Personal information is any information that can identify you as an individual, such as:

- Name
- Email address
- Phone number
- Billing and shipping addresses
- Payment information (when making purchases)

You provide this information when you:

- Register an account with us
- Place an order or request information about our products/services
- Subscribe to our newsletter or marketing communications

1.2 Non-Personal Information

We may also collect non-personal data, such as:

- Your IP address
- Browser type
- Device type
- Referring website
- Pages visited and time spent on the Site

This information is collected through automated means such as cookies and tracking technologies.

2. How We Use Your Information

We may use the information we collect for the following purposes:

- To process your orders and deliver products or services.
- To communicate with you, including customer support, order updates, or inquiries.
- To send you marketing communications, promotional offers, or newsletters (with your consent).
- To improve the functionality and user experience of our Site.
- To comply with legal obligations and protect our business interests.

3. Sharing Your Information

We will not sell, rent, or lease your personal information to third parties. However, we may share your information with trusted third-party service providers who assist in the operation of our business, such as:

- Payment processors
- Email marketing services
- IT support and hosting providers

These third parties are required to handle your information securely and only for the purposes we specify. We may also disclose your information if required by law or to protect the rights, property, or safety of RMS International (USA) Inc. or others.

4. Data Security

We take reasonable steps to protect your personal data from unauthorized access, use, or disclosure. These steps include encryption, firewalls, and other industry-standard security measures. However, no system is completely secure, and we cannot guarantee the absolute security of your information.

5. Your Rights

Depending on your location, you may have certain rights regarding your personal information, including the right to:

- Access the personal information we hold about you.
- Correct or update your personal information.
- Delete or request the removal of your personal information (subject to certain legal exceptions).
- Opt-out of marketing communications.

To exercise these rights, please contact us at enquiries.usa@rmsint.com.

6. Cookies and Tracking Technologies

Our Site may use cookies and similar technologies to enhance your experience. Cookies are small files placed on your device that collect information about your usage of the Site.

You can manage cookies through your browser settings, including disabling cookies entirely. However, some parts of the Site may not function properly if cookies are disabled.

7. Third-Party Links

Our Site may contain links to other websites. We are not responsible for the privacy practices or content of these third-party websites. We encourage you to review the privacy policies of any third-party websites you visit.

8. Children's Privacy

Our Site is not intended for use by children under the age of 13, and we do not knowingly collect personal information from children. If you believe we have inadvertently collected information from a child, please contact us so we can remove it.

9. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. When we make changes, we will update the "Effective Date" at the top of this policy. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

10. Contact Information

If you have any questions about this Privacy Policy or wish to exercise your rights regarding your personal information, please contact us at:

RMS International (USA) Inc.

39 High St. North Andover MA 01845

Email: enquiries.usa@rmsint.com

Phone: (781) 305-4366