

Privacy Notice

Last updated: 16 October 2026

1. Introduction

LinkBioMeds respects your privacy and is committed to handling personal information responsibly.

This Privacy Notice explains how we collect, use, store, disclose and protect personal information when you visit our website, register for an account, apply for practitioner approval, apply to become a sales representative, place an order or contact us.

The website is operated by **Link Bio Meds LLC**, registered in **United States**, with its registered address at **69 King St, Suite 21, Dover, NJ 07801, United States** ("LinkBioMeds", "we", "us" or "our").

For the purposes of applicable data protection law, the relevant operating entity is the data controller or equivalent responsible organisation for the personal information described in this Notice, unless otherwise stated.

2. Information we collect

Depending on how you use our website, we may collect the following categories of information.

Professional registration and verification information

- Name, professional title and qualifications.
- Professional registration or licence number and licensing authority.
- Country or jurisdiction of practice.
- Practice or business name and address.
- Professional contact details.
- Information and documentation submitted to establish eligibility for a restricted practitioner account.
- Verification outcomes and records of account approval, rejection or review.

Sales representative applications

- Name, email address, phone number and address.
- Professional background and the description of experience you provide.
- Records of the review and outcome of your application.

Account and contact information

- Account username and contact email address.
- Account preferences and account status.
- Communications, support enquiries and information you provide when contacting us.
- Records of acceptance of our Terms, Practitioner Eligibility Declaration and other applicable notices.

Order and transaction information

- Products ordered, quantities, order history and order status.
- Billing and delivery addresses.
- Payment status, transaction references, invoices, refunds and relevant payment records.
- Shipping, fulfilment and delivery information.

Payment card or bank details may be processed by our payment service providers. We do not intend to collect or retain full payment card security codes or full banking credentials in our website systems.

Technical and website usage information

- IP address and approximate location derived from it.
- Browser, device and operating system information.
- Website pages visited, referral sources and interactions.
- Cookie identifiers, analytics information and information about website performance or security events.

Marketing preferences

- Your communication preferences.
- Records of marketing permissions, objections and unsubscribe requests.
- Information about engagement with our marketing communications, where permitted by law.

We do not intend for practitioner registration or ordering forms to collect patient medical records or identifiable patient health information. Please do not submit such information unless we have specifically requested it through an appropriately authorised and secure process.

3. How we use personal information

We may use personal information for the following purposes:

1. **Account registration and administration:** to create, maintain and secure accounts.
2. **Professional verification:** to verify qualifications, registration, eligibility and access rights.
3. **Sales representative applications:** to assess applications to become a sales representative and to contact applicants about them.
4. **Order processing:** to process orders, payments, shipping, returns and refunds.
5. **Compliance and fraud prevention:** to identify suspicious activity, enforce access restrictions and meet applicable legal or regulatory requirements.
6. **Customer support:** to respond to enquiries, resolve disputes and provide service updates.
7. **Website operation:** to maintain functionality, improve performance, troubleshoot errors and protect our systems.
8. **Business administration:** to maintain accounting, tax, transaction and business records.
9. **Marketing:** to send relevant marketing communications where legally permitted and to respect your communication preferences.
10. **Legal claims and enforcement:** to establish, exercise or defend legal claims and enforce our contractual rights.

We will not use personal information for a materially different purpose without providing any additional information or obtaining any consent required by law.

4. Legal basis for processing

Where UK GDPR, EU GDPR or similar data protection legislation applies, we will rely on an appropriate legal basis for processing personal information.

Depending on the circumstances, these bases may include:

- **Contract:** processing necessary to establish or perform a contract with you, including account administration and order fulfilment.
- **Legitimate interests:** processing necessary for legitimate business interests, such as professional verification, fraud prevention, website security and service improvement, where those interests are not overridden by your rights.
- **Legal obligation:** processing necessary to comply with applicable laws, including accounting, tax and regulatory obligations.
- **Consent:** processing based on your consent, where consent is legally required, including certain marketing communications or non-essential cookies.

Where processing is based on consent, you may withdraw that consent at any time. Withdrawal does not affect processing lawfully carried out before withdrawal.

Where processing relies on legitimate interests, we will consider the relevant interests and your rights and expectations.

5. Professional verification

Because some LinkBioMeds products and services are restricted to approved practitioners, we may use the information you submit to assess eligibility.

We may verify professional registration against official registers, contact relevant licensing authorities where appropriate, or request additional documentation.

We may record the outcome, date and source of verification, together with the decision to approve, restrict or reject an application.

If verification is unsuccessful or additional information is required, we may restrict account access or refuse an order.

We do not intend to make decisions producing legal or similarly significant effects solely by automated means without any applicable legal basis, safeguards and information being provided as required by law.

6. When we share personal information

We may share personal information with the following categories of recipients where necessary and lawful:

Payment providers: to process card payments, bank transfers, ACH transactions, refunds and payment verification.

Shipping and fulfilment providers: to deliver orders and manage shipment tracking, delivery issues and returns.

Website and hosting providers: to host, maintain, secure and support our website and associated systems.

Customer relationship and form-management providers: including HubSpot and Gravity Forms where configured, to manage enquiries, registration information, customer records and communications.

Analytics and marketing providers: including Google Analytics 4, Google Tag Manager and related services where enabled and permitted, to measure website performance and manage marketing technologies.

Educational platform providers: including Thinkific where you access courses, memberships or related educational services through LinkBioMeds.

Professional verification and compliance parties: where necessary to verify eligibility, investigate suspected misuse or meet legal requirements.

Professional advisers and authorities: including accountants, lawyers, regulators, law enforcement agencies and courts where disclosure is lawful or required.

Business transactions: a prospective or actual purchaser, investor or successor in connection with a merger, acquisition, restructuring or transfer of business assets, subject to appropriate safeguards.

We do not sell personal information to third parties in exchange for payment. Where applicable law treats certain advertising or analytics disclosures as a sale, sharing or targeted advertising, we will comply with the relevant requirements.

Service providers are permitted to process personal information only as authorised by applicable contracts and law.

7. International transfers

Our service providers or business operations may involve processing personal information in countries other than the country in which you are located.

Where personal information is transferred internationally, we will implement an appropriate transfer mechanism and safeguards where required by applicable data protection law. These may include an adequacy decision, approved contractual safeguards or another legally recognised mechanism.

You may contact us using the details in Section 14 for further information about relevant international transfers and safeguards.

8. Data retention

We retain personal information only for as long as reasonably necessary for the purposes described in this Notice, taking account of legal, regulatory, contractual, security and accounting requirements.

Retention periods will depend on the type of information and the reason it was collected. For example:

- Practitioner verification and account records may be retained while an account is active and for a reasonable period afterwards to address compliance and dispute requirements.
- Sales representative application records may be retained while the application is reviewed and, if approved, for the duration of the relationship and a reasonable period afterwards.
- Order, invoice and payment records may be retained for the period required by applicable tax, accounting and other laws.
- Support communications may be retained for as long as needed to resolve the matter and maintain appropriate business records.
- Marketing records may be retained until you unsubscribe or object, subject to the limited retention of suppression records needed to respect that choice.
- Technical and analytics records will be retained in accordance with the applicable system settings and our documented retention practices.

When personal information is no longer required, we will delete it or anonymise it securely, unless we are legally required or permitted to retain it for longer.

9. Cookies and analytics

Our website may use cookies and similar technologies to:

- Enable essential website functionality and account security.
- Remember relevant preferences.
- Understand website performance and usage.
- Measure marketing effectiveness.
- Support advertising or conversion measurement where enabled.

Non-essential cookies and similar technologies will be used in accordance with applicable consent requirements.

You can manage your preferences through any cookie control tool provided on the website and, where available, through your browser settings. Disabling certain cookies may affect website functionality.

Third-party analytics and advertising providers may process technical information in accordance with their own privacy policies and the settings configured for our website.

10. Marketing communications

We may send service-related communications necessary to administer your account, verify eligibility, process orders or respond to enquiries.

We will send promotional emails or other direct marketing communications only where permitted by applicable law and, where required, with your consent.

You can opt out of marketing communications using the unsubscribe mechanism provided or by contacting us. Opting out of marketing will not prevent us from sending essential transactional or service messages.

11. Information security

We implement appropriate technical and organisational measures intended to protect personal information against unauthorised access, disclosure, alteration, loss or destruction.

Measures may include access controls, account permissions, secure transmission, system monitoring, backups and appropriate supplier controls.

No website, electronic transmission or storage system can be guaranteed to be completely secure. You should keep your credentials confidential and notify us promptly if you suspect unauthorised account access.

Where a personal data breach occurs, we will take appropriate steps to investigate, mitigate and notify affected individuals or relevant authorities where required by law.

12. Your privacy rights

Depending on your location and the applicable law, you may have the right to:

- Request access to personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of personal information in appropriate circumstances.
- Request restriction of processing.
- Object to certain processing, including processing based on legitimate interests or direct marketing.
- Request portability of information where the legal requirements are met.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the relevant data protection regulator.

These rights are subject to applicable legal conditions and exemptions. We may need to verify your identity before responding to a request.

To exercise your rights, contact us using the details in Section 14. We will respond within the applicable statutory timeframe.

If you are in the United Kingdom, you may also complain to the Information Commissioner's Office (ICO) at <https://ico.org.uk>.

13. Children's privacy

LinkBioMeds's practitioner registration, sales representative applications and restricted purchasing facilities are intended for eligible adult professionals and business customers.

We do not knowingly collect personal information directly from children through these facilities. If you believe a child has provided personal information to us, please contact us so that we can assess the circumstances and take appropriate action.

14. Contact and privacy enquiries

For questions about this Notice, requests concerning personal information or privacy complaints, contact:

LinkBioMeds

Operating entity: Link Bio Meds LLC

Address: 69 King St, Suite 21, Dover, NJ 07801, United States

Privacy email: info@linkbiomed.com

Website: <https://www.linkbiomed.com/legal/linkbiomed-privacy-notice-2026-10.pdf>

Where applicable, you may also contact our designated data protection officer or representative using the details published here: Contact: info@linkbiomed.com. Whether a formal data protection officer or representative appointment is required should be confirmed for the applicable jurisdictions..

15. Changes to this Notice

We may update this Privacy Notice to reflect changes to our website, data processing practices, service providers or legal requirements.

The latest version will be published on our website with the revision date. Where required by law, we will notify you of material changes before they take effect.