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PRIVACY OF DATABASE POLICY

The regulatory requirements state that we, as the Manufacturer, must know at all times where a device is located. We must have the contact details of the customer who is using the device so that, in the case of any urgent need to contact customer(s), we would have an up-to-date database to be able to reach out to our users.

Our database is solely used for traceability purposes only. We do not sell nor share our database with other Customers, Brokers or any other affiliated company. The only agencies that have the right to see our database are regulatory auditors from Notified Bodies or regulatory investigators from Competent Authorities.

Please note that to meet this requirement, the database of contracted Brokers needs to be available to the Manufacturer in the need to maintain compliance to the regulatory requirements. The Manufacturer, upon received a Broker’s Database, will handle the information under this Privacy of Database Policy.

If a Customer or Broker is looking to reach out to users of the device, then we suggest any number of discussion forums or groups that are available. In these forums a Customer may freely decide if they wish to share their contact information with the group.

If you have any questions on this policy, please contact Richard Lloyd, Regulatory Manager on richard@qxsubspace.com.