

Data Subject Rights Guide

Your rights under the EU GDPR and China's PIPL, and how to submit a request to us.

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This guide sets out the rights you hold over personal information we process, together with the procedure, timeframes and remedies available to you.

1. Scope

This guide applies to personal information processed by Quzhou Guangyuan Chemical Trading Co., Ltd. through this website, email and business correspondence, and covers your rights under the EU General Data Protection Regulation (GDPR) and the Personal Information Protection Law of the People's Republic of China (PIPL).

2. Your rights

- Right of information and access — to confirm whether we process your personal data and to obtain a copy.
- Right to rectification — to have inaccurate or incomplete data corrected.
- Right to erasure (right to be forgotten) — to have data deleted where there is no longer a valid reason to keep it.
- Right to restriction of processing — to limit processing while accuracy or lawfulness is in dispute.
- Right to data portability — to receive personal data you provided to us in a structured, commonly used, machine-readable format.
- Right to object — to object to processing based on legitimate interests and to opt out of marketing at any time.
- Rights regarding automated decisions — this site carries out no automated decision-making or profiling.
- Rights under PIPL — to access, copy, correct, supplement and delete personal information, to withdraw consent, to request an explanation of our processing rules, and to have your information transferred to a designated processor where the conditions are met.

3. How to submit a request

Please email sales@qzgychem.com with the subject line “Data Subject Request” . To protect your information we may ask for limited details to verify your identity — for example the email address you previously used with us, an order number or an enquiry reference. We will never ask for sensitive information beyond what is necessary for verification.

4. Response times

- GDPR: normally within one month of receipt; where a request is complex or we receive several, this may be extended by up to two months, and we will explain the reason for the delay.
- PIPL: normally within 15 working days.
- If we cannot comply with a request, we will explain why and tell you what remedies are available.

5. Fees

Requests are free of charge in principle. Where a request is manifestly repetitive, excessive or unfounded (for example repeated requests for extra copies of the same material in a short period), we may charge a reasonable fee or explain why we are refusing it.

6. When a request may be declined

- The request would affect the rights and freedoms of others;
- We are required by law or by a regulator to retain the records (for example tax, customs and trade-compliance files);
- The request would disclose our trade secrets or intellectual property;
- We cannot verify the identity of the requester;
- The request is manifestly unfounded or excessive.

7. Complaints and remedies

If you are unhappy with our response you may raise the matter with us again and we will reply promptly. You also have the right to lodge a complaint with the data protection authority in your country or region (for example your EU/EEA supervisory authority) or with the competent Chinese authorities (Cyberspace Administration, market regulation and others); you may also bring a claim before a court where you consider our processing has infringed your lawful rights.

Quzhou Guangyuan Chemical Trading Co., Ltd.

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