

Privacy Notice

Clients

1. What personal data do we process?

If you are a client, we collect and process information related to individuals within your organization. This may include:

- Contact details: name, position, phone number, email, company, department
- Transactional data: orders, billing, services, and warranties
- Electronic identification data: IP address, login credentials
- Financial data: IBAN, mandate number for direct debit

2. Why do we process your personal data?

We process your personal data to perform our contractual obligations, such as:

- Managing client relationships
- Ensuring effective communication
- Verifying signing authority for contracts
- Managing contractual obligations: services, billing, etc.
- Providing client support
- Product support and warranties
- Organizing events
- Surveys or marketing communications

We also process data to protect our assets and interests, including:

- Enforcing our acceptance policies
- Evaluating creditworthiness
- Managing legal disputes
- Ensuring invoice payments

Additionally, we may process your data to comply with legal obligations.

3. Legal basis for processing

We process your data:

- As necessary to execute a contract;
- To comply with legal obligations;
- To pursue legitimate interests (e.g., internal administration, IT security, fraud prevention), provided your fundamental rights are not overridden;
- With your consent, for example for voluntary surveys.

4. How long do we keep your data?

In line with GDPR Article 17, your data is kept as long as needed to fulfill the purposes defined.

Examples:

- For contracts: during the contract and for 7 to 10 years after its end for legal compliance or complaint handling.
- For claims: as long as legal proceedings may be initiated.
- For customer service and marketing: 3 to 10 years.

5. What if you refuse to provide data or request to stop processing?

Certain data is necessary for us to fulfill our contractual or legal obligations. If you don't provide it, we may not be able to fulfill those obligations.