

# 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.