



GIETECH's Privacy Policy and Cookie Policy

Last Revised: 25 May 2018.

PART A – ABOUT THIS PRIVACY POLICY

1. Who We Are

We are Gietech BV, a company incorporated under the laws of The Netherlands with company registration number with Chamber of Commerce 21014725.

We are dedicated to establishing a trusting relationship with our contacts, based on respect for personal identity and information and by assisting in any problem of production. We want to demonstrate our commitment to our users' privacy and establish our users' trust in our ability to protect their information.

2. This Privacy Policy

For residents of the EU, please note that this Privacy Policy has been updated in accordance with the requirements of EU General Data Protection Regulation ("GDPR").

We provide assistance / services and to do this we need to collect, store, use and disclose a wide range of information. This Privacy Policy describes how we process information, particularly personal data, that we receive from you and others through your use of our website and emails. This Privacy Policy sets out:

1. The information we collect.
2. How we use the information.
3. The legal bases we rely on to collect this information.
4. With whom we share information.
5. The choices available to users regarding collection, use and distribution of the information.
6. The types of security procedures that are in place to protect information under our control.
7. A user's rights, how a user can contact us and update or correct any inaccuracies in their information that we collect.

Please read this Privacy Policy (detailed in next chapters) carefully so that you understand our approach and practices regarding your personal data and other information and how we treat it. Please do not use our products and services if you do not agree with the ways in which we will process your information. We appreciate that you may not want to give us particular information about you but please be aware that this may lead to us not being able to provide you with the products or services you need or our desired level of customer service.



PART B - INFORMATION COLLECTION

For the purpose of the GDPR, Gietech BV is the controller of your personal data.

We collect information from our contacts at several different points on our assistance and services, in accordance with the Data Protection Legislation and other applicable data protection laws, strictly for the purposes necessary to our business and our contact's convenience.

All information will be obtained fairly and given by you. The information we collect will be adequate, relevant and not excessive in relation to the purposes for which it was obtained. These purposes include:

1. Registration

In order to use the paid subscription version of our assistance and services, a user must first complete the required contact information (such as name and email address). We will not collect the user's internet protocol (IP) address and hardware ID.

2. Ordering and Payment

A contact, or someone in the contact's organization, must provide contact information (such as name, company name, telephone number, email, and billing address) and financial information (such as bank / financial institute number or other mutual agreed information).

3. Supplementation of Information

In order for us to properly fulfil our obligations to contacts, it may be necessary for us to supplement the information we receive with information from third party sources. For example, we may verify the billing address on credit card transactions. The information obtained from these third party sources is maintained by us in a manner consistent with our Privacy Policy.

4. When Using Our Assistance and Services

We collect and use the information a contact directly provides to us, such as the information a contact provides when they access, use or purchase our assistance and services, information about how a contact accesses and uses our products and services, and information a contact provides when communicating with us, including for customer support. We may also process and analyze this information, as further described in Section 5 (Information from Scans) below.

In case a contact is using a paid subscription assistance or service, their username and password is sent and received during each communication for security,



authentication and verification purposes and to help resolve billing disputes. Payment card and other financial information is given by you and filed by us.

5. Cookies and Other Tracking Technologies

We do not use cookies, beacons, tags, scripts and related technologies (collectively called "**Cookies**") to provide our assistance and services to you.

What is a Cookie?

Cookies are small text files sent from a server and stored to a user's computer or other device. When a user visits a website or application more than once, the browser sends Cookies back to the website or application, allowing the website or application to recognize the user and remember things like their personalized details and preferences.

PART C – INFORMATION USE

1. Information Use

Your personal data will be kept only for clear and legal purposes. All personal data will be processed fairly and in keeping with the purposes for which it was obtained.

We use your information for the following purposes:

1. providing our assistance and services to you;
2. determining your suitability for our assistance and services, and for personalisation;
3. maintaining and improving our assistance and services, and developing new ones;
4. administering and managing the products and services we provide to you, to provide contact support, to authenticate you as a contact, to charge you and process payment, investigate disputes and billing queries, collect any amounts you may owe us, and to fulfil orders for our assistance and services;
5. promoting the safety and security of our assistance and services, our staff, other users and members of the public, and investigating suspicious activity or violations of our policies;
6. providing you with information about our products and services and those of our related companies and affiliates;

Legal Bases

We rely on a number of legal bases to collect, use, share, and otherwise process the information we have about you for the purposes described in this Privacy Policy. These legal bases include:



1. as is necessary to enable your use of our website, apps, software, services and other products;
2. where you have consented to the processing, which you may revoke at any time;
3. for us to comply with a legal obligation, a court order, or to exercise legal rights or defend legal claims;
4. when necessary to protect your vital interests, or those of others;
5. when necessary to ensure performance of a contract;
6. where you have made the information manifestly public;
7. where necessary in the public interest; and/or
8. where necessary for the purposes of our or a third party's legitimate interests.

Our legitimate interests

We process your information in furtherance of some or all of the following legitimate interests:

Keeping the assistance and services safe and secure: We use your information as it is necessary to pursue our and our customers' legitimate interests in ensuring our assistance and services are secure, such as by implementing and enhancing security measures and protections, protecting against security breaches, fraud, and spam.

Providing, improving and developing the assistance and services: We use your information to provide and further develop the products and services. We do so as it is necessary to pursue our legitimate interests of providing a secure offering to all our customers on a continuing basis.

2. Customer Service

We may communicate with contacts to assist with enquiries and to provide contacts with better customer service. To do so, we may reply via email, or phone. If you contact us directly for any reason, and if we are able to provide support or service to you, we will use the information you have provided in order to respond to you, to assist with enquiries you have and to maintain our records.

3. Spam

Generally, spamming means the use of electronic messaging systems to send unsolicited messages. We have a zero tolerance policy for abuse through spamming.



PART D - INFORMATION SHARING WITH OTHERS

1. Sharing of Information

We will share the information we collect from you with third parties only in the ways that are described in this Privacy Policy. We do not sell or rent your personal data to third parties.

By submitting your information, you agree to this transfer, storing or processing of your personal data by us.

Where required or authorised by law, we reserve the right to release personal data without your consent and/or without consulting you, when we believe that this is appropriate to comply with our legal obligations, to protect the security of our products, services, systems and related technologies, to prevent and minimise the effects of fraud, and otherwise to protect our legitimate interests and/or the legitimate interests of our staff, users or members of the public.

2. International Data Transfers

Data may be transferred to or from our third party service providers for legitimate purposes as described in this Privacy Policy. This may include the transfer of data to other jurisdictions for processing at a destination outside the European Economic Area (EEA) which may not provide the same level of protection of personal data as within the EEA. By submitting your personal data or using our products and services, you agree to this transfer, storage and processing.



PART E - THIRD PARTY LINKS AND CONTENT

1. Links

When using our assistance or services, you may be redirected to third party websites. The use of these associated services will be subject to these third parties' terms of use, privacy policies and cookie policies. Please review the specific privacy policy and terms of conditions of these associated services, as we are not responsible for them.

2. Surveys

Periodically, our site may request information from users via surveys. Participation in these surveys is completely voluntary and the user therefore has a choice whether or not to disclose this information. The requested information typically includes contact information (such as name and address), and demographic information (such as post code or zip code). Survey information will be used for purposes of monitoring or improving the use and satisfaction of our products and services. Though we may use an intermediary to conduct these surveys, they may not use customers' personal data for any secondary marketing purposes.

3. Blog

Our website may offer publicly accessible blogs. Any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal data from our blogs or community forum, contact us at the address shown at the end of this Privacy Policy. In some cases, we may not be able to remove your personal data, in which case we will let you know if we are unable to do so and why.

4. Social Media Widgets

Our website includes social media features, such as a LinkedIn "Like" button and widgets, such as a "Share This" button or interactive mini-programs that run on our site. These features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our site. Your interactions with these features are governed by the privacy policy of the company providing it.



PART F – SECURITY AND THE PROTECTION OF YOUR INFORMATION

We take precautions that we deem to be reasonably necessary to help ensure user information is treated securely and in accordance with this Privacy Policy.

While we take these steps to maintain the security of your information, you should be aware of the many information security risks that exist and take appropriate care to help safeguard your information. The nature of the internet is such that we cannot guarantee the security of the information you transmit to us electronically, and any transmission is at your own risk. We store information you provide to us on secure servers and deploy appropriate technical and organisational security measures in the storage and disclosure of your personal data to try to prevent unauthorised access or loss.

If you pay for a subscription to our assistance, books and services we also rely on you to maintain the security of your account with us.

If you have any questions about our security, you can contact us at the address shown at the end of this Privacy Policy.



PART G – SOME FINAL TERMS

1. Retention of Data

We retain your personal data for no longer than is necessary with regard to the purposes for which it was collected or lawfully further processed, or for so long as may be necessary in light of our legal or statutory obligations (for example, as may be required to comply with audit requirements) or in order to exercise our legal rights or defend legal claims. We commit to undertaking periodic reviews of the personal data we hold to ensure personal data is not held for any longer than is necessary.

2. Your Rights and Subject Access Requests

You have rights under the Data Protection Acts 1988 and 2003, and, from 25 May 2018, the General Data Protection Regulation (2016/679) ("Data Protection Legislation"). As an EU resident, you have the right to obtain confirmation from us as to whether or not your personal data is being processed, to request a copy of your information, request that your personal data is updated, corrected or that any inaccuracies in your personal data are deleted. You may withdraw your consent to our processing of your personal data at any time. You can access, correct or delete certain personal data and update your privacy preferences by sending an email to gietech@terneuzen.net or info@gietech.be or by writing to us at Basaltpromenade 141, 4533 CD Terneuzen, The Netherlands.

Despite this, we retain the right to collect, process and maintain information provided by and collected about you, and disclose this information to the extent required to comply with our reasonable business and legal obligations.

If you choose not to provide certain information to us or if you withdraw your consent to our processing of your personal data, we may not be able to continue to provide you with the products or services you require and/or it may affect our ability to better respond to your needs. If you have paid for a subscription to our products, assistance and services and no longer consent to provide the information that we require to provide you with our products and services.

3. Notification of Changes to this Privacy Policy

From time to time, we may need to change this Privacy Policy. If we do so, we will post an updated version of our Privacy Policy on our website and it will apply to all of your information held by us at the time. We may notify you of any material changes by an in-app message, email or by posting a notice on our website. Continued use of our products or services indicates your acceptance of the changed Privacy Policy.

4. Definitions

Any capitalized terms not defined in this Privacy Policy have the meanings given to them in the Data Protection Legislation.



5. Contacting Us

If you have any queries, comments or requests about this Privacy Policy or our management of your personal data, please email to gietech@terneuzen.net or info@gietech.be or by writing to us at Basaltpromenade 141, 4533 CD Terneuzen, The Netherlands.

G. D. Henderieckx
Director
Gietech BV