



Data Privacy Policy – Suppliers & Customers

November 2020



This privacy policy explains how we use any personal information we collect about our customers.

What information do we collect about you?

We collect personal information from our customers in order to provide our products and services to them. We use this information for fulfilling our contract, building our customer relationships, developing our products and delivering the products to our customers.

This information includes your name, email address, phone numbers, title / role, company name, location, order and invoicing information.

How we use the information we collect?

We use customer personal information to exercise our contract, deliver our products and services and build our relationship with our customers.

Occasionally we may also take pictures of you when you visit us as part of building our internal corporate culture (#feelgoodfactory). This information may be posted on our intranet and services we use for internal communications, for example Microsoft Yammer, Teams and SharePoint. The lawfulness of processing the information is based on legitimate interest but you may request to be removed at any time by contacting privacy@optinova.com.

Your information may be stored in our CRM system. This includes information about conversations, orders, deliveries and other information that our sales department may have stored about our relationship.

Marketing

We occasionally send information about our products and services that may be of interest to our customers. If you consent to receive marketing information, you may opt out at a later time. You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please contact us by email or mail by using the contact information below.



Disclosure to third parties

We may share customer information within the Optinova Group and its subsidiaries to offer our products and services. Only employees with the need for your information to perform their work have the right and access to your information.

We will not share your information for any purposes with companies outside the Optinova Group.

Your information may be transferred within the Optinova Group outside of the EU and EEA in order to provide the necessary services to you. Services providers and third parties we use have no permission to use the information for their own purposes and they must be committed to ensure that an adequate level of data protection is achieved.

Your rights to access and correct to your information

You have the right to know what personal information we store about you and to make changes to correct the information. You can also request the removal of your information if you do not want us to process or store your information anymore.

If you wish to have access to, correct or remove your information, please contact us by email or mail by using the contact information below. The requested information will be provided to you in electronic format after your identity has been verified and confirmed.

We may take a small charge for repeated use of the service.

Security

We value your privacy and take appropriate measures to protect your information. When you submit your personal information to us via our website, your information is protected both online in our website and on our internal systems and networks.

Wherever we collect digital personal information, that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the Web page.





While we use encryption to protect sensitive information transmitted online, we also protect your information on our internal systems and networks. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment and updated regularly.

Changes to our privacy policy

We regularly review and update this privacy policy and we will place updates in this document for you to read.

