

Privacy policy of Guide2track S.à r.l

7 December 2021

Previous version: 24 May 2019

1) Responsible for personal data processing

Guide2track S.à r.l.

20, rue Paul Wilwertz

L-2738 Luxembourg

Luxembourg

Websites: <https://www.guide2track.com> and <https://www.bookconveyorbeltracking.com/>

Phone number: (+352) 691 429212

Chamber of Commerce Luxembourg registration number: B188855

Business authorization numbers: 10048570/2, 10048570/3 and 10048570/4

VAT-ID number: LU 2704 8615

Mr. Franciscus A.P. Clerx is the Data Protection Officer. In case of questions or comments, please contact him at fclerx@guide2track.com.

2) Personal data that we collect

Our company collects the following data: name, address, email address, phone number, Chamber of Commerce inscription number, Skype name, quotation number, customer number, invoice number, other personal data that you actively might provide to us, for example by using our contact field at our website or by other means of communication (written, phonecalls, meetings). In case of payments to be made, we also need to collect your banking details.

3) How do we collect your data

We collect data that:

- you actively provide to us using the contact field at our website
- you actively provide to us using other means of communication (emails, letters, phonecalls, meetings)
- are provided on your website or in other media e.g. your product catalogues
- are published in the register of the Chambers of Commerce or other (internet) media providing company details
- are provided to us by C.T.S. Conveyor Belt Tracking Systems, which whom we closely work together (see below)

4) Purposes for which our company processes personal data

We process the above data only if this is allowed according to the current General Data Protection Regulation (GDPR, made and implemented by the EU) and for the purposes given below:

- for processing orders if you purchase our products/services or if our company purchases your products/services
- for processing payments
- to advise and inform (potential) customers about our product and services
- for discussing and investigating potential cooperations with customers or suppliers
- Guide2track S.à r.l. also collects data that we are obliged to by law, for example tax related
- For managing cooperation with C.T.S. Conveyor Belt Tracking Systems

5) Sharing of data with third parties

Our company won't sell data to third parties. We won't share data with third parties, except in the following cases:

- Our company closely works together with C.T.S. Conveyor Belt Tracking Systems, located in Venlo-The Netherlands, therefore some of the above data will be shared with that partner. C.T.S. Conveyor Belt Tracking Systems will for example assist in the development of technical systems for your company and will be involved in the preparation of quotations.
- Our company will provide some of above data to our tax accounting office. This is needed for fulfilling legal requirements. In this case only the for those activities relevant data will be shared.
- Our company will share data with data processors, that are needed to operate our company. An example of such data processor is the website and email hosting company of Guide2track S.à r.l.
- Our company will share data with specific external parties, if this is absolutely necessary for processing an order i.e. your order placed with us or our order placed with you.
- If none of the above cases are applicable, our company will share data with specific external parties, only after you have explicitly given permission to us for doing so. In that case we would first ask you permission and explain to you, why we would like to share these data with that specific external party.

6) How long do we store personal data

Guide2track S.à r.l. stores data for a duration of minimally 8 years, but not exceeding the duration required for achieving the purposes for which the data have been collected

7) Automatic processing

Guide2track S.à r.l. does not make decisions based solely on automated processing. This concerns decisions made by computerprograms without a human being directly being involved. Such processing might produce important (legal) effects to persons.

8) Sensitive personal data

Guide2track S.à r.l. does not store sensitive personal data (e.g. ethnic origin, political opinions, religious or philosophical beliefs, health-related data).

Our company also has no intention to store data of persons under 16 years old. We would only do this after we have received permission of the (custodial) parents. It's however mostly impossible for us to judge the age of a person using our services (e.g. using our website, sending emails/letters). Therefore, we recommend parents to be informed about the online activities of their children.

Should you have indications that we have stored sensitive personal data or personal data of persons younger than 16 years old, please contact us at fclerx@guide2track.com. We then will delete these data.

9) Cookies

Our websites <https://www.guide2track.com> and <https://www.bookconveyorbeltracking.com/> only use functional cookies. These websites don't use analytical cookies (meaning also that they don't use Google Analytics) nor use tracking cookies. Guide2track S.à r.l. is therefore not able to identify the visitors of these websites. Please be aware though, that after clicking the YouTube plug-ins, analytical and tracking cookies may be placed by YouTube (more detail see below).

A cookie is a small text file sent from the website that you are visiting and stored at your computer. This file contains certain information for example your preferences while using a website.

Functional cookies are needed for technically proper functioning of a website. They cannot identify the website visitor. Installation of functional cookies at the visitors computer does not require the permission of the visitor.

The website visitor can delete cookies that already have been stored at his computer and he can block the installation of new cookies in the settings menu of his internet browser. Blocking the installation of functional cookies though could negatively affect website performance. Therefore blocking those cookies is generally not recommended.

Links to other websites

YouTube

The website of Guide2track S.à r.l. contains YouTube (YouTube, LLC, 901 Cherry Ave. San Bruno, CA 94066, USA) plug-ins, showing videos of Guide2track applications. If you view this material by clicking on these plug-ins, a connection to the servers of YouTube will be made. In that case, YouTube may use tracking and other Cookies and/or other techniques to follow your internet behavior. Guide2track is not liable and not responsible for the way YouTube operates related to this. For more information about this, please visit the Privacy policy of YouTube

10) Your data protection rights

Our company would like to make sure that you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access

You have the right to request our company for copies of your personal data

The right to rectification

You have the right to request that our company corrects any information you believe is inaccurate. You also have the right to request our company to complete information you believe is incomplete.

The right to erasure

You have the right to request that our company erases your personal data, under certain conditions.

The right to restrict processing

You have the right to request that our company restricts the processing of your personal data, under certain conditions.

The right to object to processing

You have the right to object to our company's processing of your personal data, under certain conditions.

The right to data portability

You have the right to request that our company transfers the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we will react as soon as possible, but within 4 weeks. If you would like to exercise any of these rights, please contact us at our email fclerx@guide2track.com

Do you have complaints about the way we treat your personal data? You have the right to lodge a complaint with your national Data Protection Authority (DPA).

11) How do we store your data

Personal Data Security shall be handled with highest priority at Guide2track S.à r.l. We have implemented adequate organizational and technical measures to ensure a level of security appropriate to the risks represented by the processing and the nature of the Personal Data to be protected. We for example use password protected computers, encrypted back-ups, physically locked data storage, secure fire walls etc. In addition, since we are only a very small team, we can minimize the risk of unauthorized access to our data.

Should you have indications that we don't protect your data securely enough, please contact us at fclerx@guide2track.com.

12) Changes to the Privacy policy

This Privacy policy might be updated in the future, for example if we change the way that we treat personal data. An updated Privacy policy will always be published at our websites. In addition, if these changes directly affect you, we will communicate the updated Privacy policy by email to you.