



## Privacy Statement Renson My-Lio End-User

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## General

This Privacy Statement governs the processing of your personal data as part of the use of a My-Lio account and related services, such as the mobile and web applications related to Renson devices. This processing is always done by Renson as controller, located at 8790 Waregem, Maalbeekstraat 10.

Renson is continually striving to protect the privacy of its users. In this Privacy Statement you will find everything to better understand how Renson collects and uses your data and to understand the choices concerning the protection of your data.

Protecting users' personal data is very important to Renson. We make every effort to ensure this data protection and always act in accordance with the General Data Protection Regulation (GDPR) when processing your personal data.

More concretely, Renson will always handle personal data lawfully for well-defined purposes. We will take the necessary steps never to ask for more personal data than necessary for the purpose or to keep them longer than necessary. Finally, Renson will take technical and organisational measures to ensure appropriate security so that personal data is protected.

This Privacy Statement was last updated on 3/03/2021. Renson reserves the right to adapt this Privacy Statement if necessary. Changes will be communicated at all times.

## 1 Organisation

"Renson": all companies affiliated with Renson\*. A person concerned is always a user/contact of a company affiliated with Renson.

*The following companies are associated with the Renson Group: Renson Ventilation NV, Renson Sunprotection Projects NV, Renson Sunprotection Screens NV, ARLU NV, Esafe BVBA, Renson Fabrication Ltd, Renson Inc, Renson Shanghai, Corradi, Corradi Usa, Corradi Srl SRL, Openmotics BV.*

Renson specialises in products and services that optimise indoor air quality using well-designed ventilation (ventilation systems, ventilation grilles and window ventilation), fabric sunscreens, aluminium façade cladding and/or various outdoor solutions.

Renson deals with personal data in the above context. Renson is responsible for this data.

## 2 Personal data

### 2.1 What personal data do we process?

Renson processes the following categories of personal data with the My-Lio platform:

- Identification details
- Personal features
- Leisure and interests
- Family composition
- Living habits
- Location data
- Property characteristics
- Consumption habits
- Sensor data
- Check event/action data

## 2.2 Why do we process your personal data?

### 2.2.1 After-sales support

Renson processes personal data with the aim of offering basic service and provide support to our users in case of a product defect during the warranty period.

The personal data is processed based on the justified interest of Renson. Renson wants to offer an optimal service in case of a product defect. The processing is necessary to determine the cause of the defect, which will exclusively benefit the person concerned. Personal data will be kept until the end of the warranty period.

### 2.2.2 Consumer reporting of sensor data

Renson processes personal data for the purpose of keeping and aggregating sensor data and control history, which the user can consult in a descriptive overview.

This personal data is processed because Renson has an agreement with the user and this processing is necessary to perform the agreement. The data used in the above processing will be kept for the duration of the contract. We also inform you that, unless you object, the data used in this processing activity will be erased after 3 years of inactivity.

### 2.2.3 Using the manual remote control

Renson processes personal data with the aim of providing automatic operation of products using an app. We find it important that a user can, if desired, have full control.

This personal data is processed because Renson has an agreement with the user and this processing is necessary to perform the agreement. The personal data is processed immediately and not kept for this processing activity.

### 2.2.4 Advisory service

Renson processes personal data with the aim of giving personal advice on actions the user can take to improve comfort. To offer a personalised experience we use profiling. No legal consequences are attached to this form of profiling.

This personal data is processed because Renson has an agreement with the user and this processing is necessary to perform the agreement. The data used in the above processing will be kept for up to 30 days after the end of the contract or until the account is deactivated. We also inform you that, unless you object, the data used in this processing activity will be erased after 3 years of inactivity.

### 2.2.5 Direct Marketing

Renson processes personal data for the purpose of recommending products and services tailored to the user's personal wishes.

Renson will use your consent for processing personal data under this activity. The personal data will be kept until you withdraw this consent.

### 2.2.6 Device and accommodation organisation

Renson processes personal data for the purpose of enabling the assignment of authorisations, names, and distribution of devices to specific rooms or homes.

This personal data is processed because Renson has an agreement with the user and this processing is necessary to perform the agreement. The data used in the above processing will be kept for the duration of the contract and at most 14 days after termination of the contract.

## 2.3 Do we disclose your personal data to third parties?

In specific cases Renson will pass on personal data to other parties who may use this personal data for their own purposes. We always consider that such transfers take place with respect for privacy rules and the rights of the person concerned.

The following parties receive personal data from Renson:

- Research institutes
  - Renson may transfer data to research institutes in the context of specific scientific research. We always make proper arrangements with these institutions (for example by concluding an agreement on data exchange) whereby the data sets with personal data are pseudonymised and minimised.
- Homeowners
  - Transfers to homeowners will only take place if the resident and owner agree to the privacy statement, drawn up for specific situations (rental for example).
- Renson ambassadors
  - Renson ambassadors receive data from Renson in specific cases to perform an after-sales service correctly and for marketing purposes. This data is used to promote user-oriented services during the service life of our products.
- Installers
  - When an installer is needed, Renson will pass on the necessary data to work in the best possible way. The installer will only pay a visit if it is requested or approved by the user.

Renson uses several processors. These are parties that may process your data only for purposes that we determine. Under no circumstances will they process your personal data for their own purposes.

Renson will take the necessary steps to process your personal data only within the European Economic Area. In the exceptional case that your personal data is processed outside the European Economic Area, Renson will take appropriate measures to protect your personal data at all times.

## 2.4 How long do we keep personal data?

Renson will not keep the user's personal data longer than necessary for the purpose. When the user wishes to remove their account, their personal data will be erased at the latest 14 days after deactivation.

## 3 What rights do you have, and how do you exercise them?

### 3.1 Access to your personal data.

You have the right to access all personal data that we process about you. You may also obtain a copy of this data which we will provide to you on paper or digitally. You can do this by contacting our Data Protection Officer (DPO) by sending an email to [privacy@renson.be](mailto:privacy@renson.be).

### 3.2 Correcting your personal data.

You have the right to ask us to change your personal data if it is not correct or complete. You may also request that we temporarily restrict the processing your personal data until it is correct or complete. You can do so by contacting our DPO: [privacy@renson.be](mailto:privacy@renson.be).

### 3.3 Withdrawing your consent.

You have the right to withdraw your consent at any time. You can do so by contacting our DPO by sending an e-mail to [privacy@renson.be](mailto:privacy@renson.be). As a possible consequence you may no longer be able to use certain functionalities.

### 3.4 Erasure of your personal data.

You have the right to request the erasure of your personal data if it is no longer necessary in view of the purposes of this privacy statement or if you withdraw your consent to the processing. You can do this by contacting our DPO by sending an email to [privacy@renson.be](mailto:privacy@renson.be).

**Please note:** We are not obliged to erase your personal data if we must or are allowed to keep it due to a legal obligation.

### 3.5 Transferring your personal data.

You have the right to receive your personal data in a universally readable format such as a text file or other digital file if the processing took place in the context of a contract or based on your consent. You can do so by contacting our DPO by sending an email to [privacy@renson.be](mailto:privacy@renson.be).

### 3.6 Object to the processing of your personal data.

If you believe that we are not using your personal data in a proper manner, you may object to such processing, such as processing for the purposes of newsletters, marketing, or other processing that is not necessary in the context of our products and services. You can do so by contacting our DPO by sending an email to [privacy@renson.be](mailto:privacy@renson.be).

### 3.7 Filing a complaint with the supervisory authority

If you are not satisfied with the way your personal data is handled, you can file a complaint with the competent data protection authority. This is the Data Protection Authority in Belgium. For more information, please visit [www.gegevensbeschermingsautoriteit.be](http://www.gegevensbeschermingsautoriteit.be).