



## Privacy Policy Renson Account Management

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## General

This Privacy Policy governs the processing of your personal data as part of the use of a Renson account and the services related to it. Renson, located at Maalbeekstraat 10, 8790 Waregem, is the data controller and is responsible for all these processing operations.

Renson undertakes to continuously protect the privacy of its users as much as possible. This Privacy Policy explains how Renson collects and uses your data, and provides insight into the choices you have to protect your data.

Renson highly values the protection of users' personal data. Every effort is made to guarantee this data protection and to always act in accordance with the General Data Protection Regulation (GDPR) when we process your personal data.

More specifically, Renson shall always treat personal data lawfully for specific purposes. We will take the necessary steps to never ask for more personal data than necessary for the purpose or to keep these personal data longer than necessary. Lastly, Renson takes technical and organisational measures to guarantee adequate security to protect your personal data.

This Privacy Policy was last updated on 10/08/2020. Renson reserves the right to amend this Privacy Policy if necessary. Any changes shall always be communicated.

## 1 Organisation

'Renson': all companies affiliated with Renson\*. A data subject is always a customer/contact of a company that falls under the Renson umbrella.

*\* The following companies are affiliated 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 is an organisation specialised in offering products and services that optimise the quality of indoor air by means of well thought-out ventilation (various ventilation systems, ventilation louvres, and window ventilation), sun protection fabrics, aluminium façade cladding, and/or various outdoor solutions.

In this context, Renson comes into contact with personal data. Renson is responsible for these data.

## 2 Personal data

### 2.1 Which personal data do we process?

Renson shall only process your identification data (first name, surname, phone number, and email address) to register and manage a user account.

We may also process your occupation and employment for the management of professional accounts.

### 2.1.1 Private user

If the user registers on the platform as a private end user, Renson shall process the following data:

- Identification data (surname, name);
- Contact information (phone number, email address);

In addition, Renson shall process all personal data that the registered visitor completes in their personal profile on the platform. Renson shall only process personal data in the context of account management if the data subject provides them.

### 2.1.2 Professional user

If the user registers on the platform as a professional end user (i.e. in the context of the exercise of their occupation), Renson shall also process the following personal data:

- Contact information (address, phone number, email address);
- Occupation and position (job, business activities);

In addition, Renson shall process all personal data that the registered visitor completes in their personal profile on the platform. Renson shall only process personal data in the context of account management if the data subject provides them.

## 2.2 Why do we process your personal data?

### 2.2.1 Account management

Renson processes personal data with the aim of maintaining, supplementing, updating, and managing user account data, enabling the login via an account, and providing services (e.g. reporting).

Your consent is the basis upon which Renson shall process personal data related to this activity. The personal data are kept for a maximum of 14 days after deactivation of the account.

### 2.2.2 Monitoring

Renson processes personal data with the aim of monitoring and logging the use of Renson applications to guarantee and optimise the promised functionalities and services.

We process these personal data because Renson has an interest in ensuring a continuous improvement of the services. The personal data are kept for a maximum of 14 days after deactivation of the account.

### 2.2.3 Communication

Renson processes personal data with the aim of communicating updates or products and available services to users (e.g. you can now use your Renson account to log on to ...).

Your consent is the basis upon which Renson shall process personal data related to this activity. The personal data are kept for a maximum of 14 days after deactivation of the account.

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

Renson shall not transfer the personal data to other parties who may use these personal data for their own purposes.

Renson works with a number of processors, which means it concerns parties which may only process your data for the purposes we determine. Under no circumstances whatsoever shall they process your personal data for their own purposes.

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

#### 2.4 How long are your personal data kept?

Renson shall not keep the user's personal data longer than is necessary for the purpose. If the user wishes to delete their account, their personal data shall be deleted at the latest 14 days after deactivation.

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

#### 3.1 Right of access by the data subject

You have the right to access all your personal data we process. You can also receive a paper or digital copy of this. You can do this by sending an email to our Data Protection Officer (DPO) at [dpo@renson.be](mailto:dpo@renson.be).

#### 3.2 Right to rectification

You have the right to demand that we rectify your personal data if they are not correct or not complete. You also have the right to demand that your personal data are not used temporarily until they are correct or complete. You can do this by sending an email to our Data Protection Officer (DPO) at [dpo@renson.be](mailto:dpo@renson.be).

#### 3.3 Right to object

You have the right to withdraw your consent (object to processing) at all times. You can do this by sending an email to our Data Protection Officer (DPO) at [dpo@renson.be](mailto:dpo@renson.be). This means you may no longer be able to use certain functionalities.

### 3.4 Right to erasure ('right to be forgotten')

You have the right to demand that your personal data be erased when they are no longer necessary for the purposes of this Privacy Policy or if you withdraw your consent for the processing. You can do this by sending an email to our Data Protection Officer (DPO) at [dpo@renson.be](mailto:dpo@renson.be).

**Note:** We are not obliged to erase your personal data if we must or can keep them for a legal obligation.

### 3.5 Right to data portability

You have the right to receive your personal data structured, commonly used and machine-readable format if the processing took place in the context of an agreement or based on your consent. You can do this by sending an email to our Data Protection Officer (DPO) at [dpo@renson.be](mailto:dpo@renson.be).

### 3.6 Right to restriction of processing

If you feel we are not processing your personal data correctly, you may object to such processing, such as processing in the context of newsletters, marketing, or other processing that is not necessary in the context of our products and services. You can do this by sending an email to our Data Protection Officer (DPO) at [dpo@renson.be](mailto:dpo@renson.be).

### 3.7 Right to lodge a complaint with the supervisory authority

If you are not satisfied with the way in which your personal data are processed, you can lodge a complaint with the competent data protection authority in Belgium. For more information, please visit [www.dataprotectionauthority.be](http://www.dataprotectionauthority.be).