

## Privacy policy

### 1. Introduction

We are committed to safeguarding the privacy of our website visitors and customers; this policy sets out how we will treat your personal data.

### 2. Collecting personal data

2.1 We may collect, store and use the following kinds of personal data:

- (a) information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths);
- (b) information that you provide to us when registering with our website (including your email address, name, company name and address, work position, company website, telephone, country);
- (c) information that you provide to us for the purpose of subscribing to newsletters and any notification concerning the registered product(s) as defined in the [Global Terms and Conditions](#) of ComAp;
- (d) information that you provide to us when using the website features;
- (e) information relating to any orders the authorized person performs to request technical support or additional functions or SW including your name, company name and address registered in ComAp's IT system, email address registered in ComAp's IT system, data logs of the order inclusive of confirmation to the correctness of the information provided;
- (f) information that you post to our social media channels or for publication on the internet (including your user name, and the content of your posts);
- (g) information contained in or relating to any communications that you send to us or send through our website (including the communication content and meta data associated with the communication);
- (h) photos or audio-visual records from any ComAp customer and/or distributor meetings or other actions of indirect nature.

2.2 Before you disclose to us the personal data of another person, you must obtain that person's consent to both the disclosure and the processing of that personal data in accordance with the terms of this policy. You are responsible for any third parties' information.

### 3. Using your personal data

- 3.1 Personal data submitted to us through various channels will be used for the purposes specified in this policy or on the relevant pages of the website.
- 3.2 We may use your personal information to:
- (a) administer our website and business, and marketing activities;
  - (b) personalise our website for you;
  - (c) enable your use of the services available on our website;
  - (d) send statements, newly generated SW Keys, invoices and payment reminders to you, and to collect payments from you;
  - (e) send you non-marketing commercial communications;
  - (f) send you our email newsletter or periodicals, if you have requested it or if you are our customer (you can inform us at any time if you no longer require the newsletter);
  - (g) send you marketing communications relating to our business which we think may be of interest to you, by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications);
  - (h) send you (including by email or other similar means) surveys which you may elect to complete to assist us in assessing our performance and the suitability of our product and service offering for you and others, and to contact you (including by requesting our agent or contractors to contact you) by email, telephone or other similar means to discuss the surveys;
  - (i) deal with enquiries and complaints made by or about you or receive customer feedback;
  - (j) keep our IT systems secure and prevent fraud;
  - (k) fulfil the contractual or legal requirements (e.g. tax regulation, archiving regulation).

#### **4. Disclosing personal data**

- 4.1 We may disclose your personal data to any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) and any of our employees, officers, professional advisers, agents (including third party marketing, promotional or similar organisations), SW maintenance suppliers or distributors insofar as reasonably necessary for the purposes set out in this policy.
- 4.2 We may also disclose your personal data:
- (a) to the extent that we are required to do so by law;
  - (b) in connection with any ongoing or prospective legal proceedings;
  - (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);

- (d) to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling.

4.3 Except as provided in this policy, we will not provide your personal data to third parties.

## **5. Data transfers**

5.1 Data that we collect may be stored and processed in and transferred:

- (a) to third parties to the extent necessary for fulfilment of a contract or further obligations (e.g. to providers of IT system services, or transportation).

- (b) between any of the countries in which we operate directly or indirectly through our networks of distributors in order to enable us to use the information in accordance with this policy for commercial and marketing purposes.

5.2 Data that we collect may be transferred or disclosed to the following countries which may not have data protection and privacy laws similar or equivalent to those in force in Australia or in the European Economic Area: <https://www.comap-control.com/contact-us/comap-worldwide>. By agreeing to this Privacy Policy, you acknowledge that Australian Privacy Principle 8.1 (which requires us to take reasonable steps to ensure overseas recipients of personal information do not breach the Australian Privacy Principles in relation to that information) will not apply to our disclosure.

5.3 You expressly agree to the transfers of personal data described in this Section 5.

## **6. Retaining personal data**

6.1 This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.

6.2 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

6.3 Without prejudice to Section 6.2, we will usually delete personal data falling within the categories set out below at the date/time set out below:

- (a) when consent for personal data processing was granted we will delete the respective personal data or stop distributing any marketing media, without undue delay upon the request.

- (b) when it is no longer required for the purpose for which it was obtained.

6.4 Notwithstanding the other provisions of this Section 6, we will retain documents (including electronic documents) containing personal data:

- (a) to the extent that we are required to do so by law;

- (b) if we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and

- (c) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

## **7. Security of your personal data**

- 7.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal data.
- 7.2 We will store all the personal data you provide on our secure (password- and firewall-protected) servers.
- 7.3 You acknowledge that the transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.
- 7.4 You are responsible for keeping the password and username you use for accessing our online services confidential; we will not ask you for your password (except when you log in).

## **8. Specific provisions applicable for Australia**

### **8.1 Anonymity and Pseudonymity**

You can deal with us anonymously (without identifying yourself) or under a pseudonym (fictitious name) unless you are applying for credit from us, applying for employment with us, dealing with us in relation to the provision of services or in any other situation where it is impractical or unlawful to deal with you anonymously or under a pseudonym.

### **8.2 Compliance**

If you are concerned that the way in which we collect, hold, use or disclose your personal information may be in breach of the Australian Privacy Principles (APPs) or the Credit Reporting Privacy Code (Code), please send written details of your complaint to [privacy@comap-control.com](mailto:privacy@comap-control.com).

After receiving a complaint, we will conduct internal discussions and evaluate whether we believe that such collection, holding, use or disclosure of your personal information was in breach of the APPs and/or the Code. We will endeavour to notify you of the results of our investigation of your complaint within 30 days of receiving your complaint. However, if your complaint involves complex issues or requires extensive investigation, it may not be possible to respond within this timeframe. If the conclusion of our investigation is that our collection, holding, use or disclosure of your personal information was in breach of the APPs and/or the Code, we will take steps to remedy the breach as soon as reasonably practicable. If after dealing with us you are still not satisfied, you are entitled to make a complaint to the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) or the Financial Ombudsman Service ([www.fos.org.au](http://www.fos.org.au)).

## **9. Amendments**

- 9.1 We may update this policy from time to time by publishing a new version on our website.
- 9.2 You should check this page occasionally to ensure you are happy with any changes to this policy.
- 9.3 We may notify you of changes to this policy by email, through the private messaging system, or other social media.

## **10. Your rights**

- 10.1 You may request us to provide you with any personal data we hold about you; provision of such information will be subject to:
- (a) the payment if you request more than one copy; and
  - (b) the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).
- 10.2 We shall satisfy your request for the right to be forgotten with respect to your personal data to the extent permitted by law.
- 10.3 You may instruct us at any time not to process your personal data for marketing purposes or delete your user account and respective personal data by e-mail to [privacy@comap-control.com](mailto:privacy@comap-control.com).
- 10.4 In practice, you will usually either expressly agree in advance to our use of your personal data for marketing purposes, or we will provide you with an opportunity to opt out of the use of your personal data for marketing purposes.
- 10.5 If applicable, you have the right to data portability. We shall provide you with your data in a structured, commonly used and machine-readable format and so that you transmit those data to another controller.
- 10.6 You have the right to request limitation of processing of your personal data in cases when you:
- contest the accuracy of your personal data;
  - the processing is unlawful and instead of the deletion you request the restriction of the use of your personal data;
  - we no longer need your personal data for the purposes of the processing, but you require them for the establishment, exercise or defence of your legal claims.
- 10.7 If you have a request based on the rights above please contact us by e-mail to [privacy@comap-control.com](mailto:privacy@comap-control.com).
- 10.8 If you are unsatisfied with respect to the personal data processing you have the right to turn to the respective Office for protection of personal data in the Czech Republic.

## **11. Third party websites**

- 11.1 Our website includes hyperlinks to, and details of, third party websites.
- 11.2 We have no control over, and are not responsible for, the privacy policies and practices of third parties.

## **12. Updating or change of personal data**

Please let us know if the personal data that we hold about you needs to be corrected or updated. Please inform us by e-mail send to [privacy@comap-control.com](mailto:privacy@comap-control.com).

## **13. Cookies and CRM**

- 13.1 Our website uses cookies. Please see the [Cookies policy](#).

13.2 Please see our [CRM statement](#).

#### **14. Details of the Controller**

ComAp a.s.

with its seat at U Uranie 1612/14a, Holešovice, 170 00 Prague 7, Czech Republic

ID no: 161 88 667

Registered with the Municipality Court in Prague under the file no. B 18788

e-mail: [privacy@comap-control.com](mailto:privacy@comap-control.com)

tel: +420 246 012 111

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