



Privacy Statement

This privacy statement is intended to inform you about how we process personal data that you leave behind while visiting our website or when interacting with us.

Please note that this statement is not applicable to any other websites to which we link.

Collecting Actively Provided Information

Our website lets you fill in information about yourself, through the contact form, the request form for an appointment and other web pages. In any case, we ask you to provide us with your contact data, the subject of your message or request and of course the content of the message itself. It is up to you to decide what to include in these data; we do advise you not to include superfluous data (including e.g. data concerning your health).

We are legally obliged to inform you about the reasons for which we are allowed to process this data. For your messages and requests and for the further processing of your data such as e.g. storing your contact data in our customer or contact databases, the legal basis is defined in Article 6(1)(f) of the General Data Protection Regulation (the GDPR) – the so-called ‘legitimate interest’. Obviously, it is in both your and our interests to process your messages – thus confirming the legitimacy of doing so. In addition, supervisory authorities allow us to include your contact data in our databases based on our interest for doing so; the impact on your privacy is considered to be sufficiently low to legitimise this. You may still always ask us to remove the data.

If your message contains a complaint or other communication regarding a purchase you made with us or our distributors, then processing your data is also allowed under Article 6(1)(b) of the GDPR.

Sometimes we publish customer stories that are supplied to us by you. If you decide to allow us to do so, then we always ask for your formal consent for this, and we process all your personal data in your story for that purpose. In this case, we are only allowed to do so based on your consent as defined in Article 6(1)(a) GDPR. We publish your customer stories on our websites and in our magazines.

Collecting Passively Provided Information

When you visit our websites, you leave behind data about yourself without taking any explicit action yourself. We log your internet address and we follow how you use our website – e.g. how often you visit us and which pages you visit. We use ‘cookies’ to do this. Cookies are small text files that can be placed on your computer automatically, depending on the settings of your browser. These text files are used for registration purposes and to adapt our websites to suit your personal preferences. Cookies cannot read or delete other information in your computer storage and also cannot place additional information.



We are legally allowed to process such passively provided personal data about yourself based on our legitimate interest to do so, as defined in Article 6(1)(f) of the GDPR. Our interests include the need to keep our websites running and reachable (for example, in the event of an attack against our sites). We use the cookies for our legitimate interest with respect to analysing how our sites are being used and how best to optimise them.

The supervisory authority under whose jurisdiction we fall has decided that the use of cookies for these purposes outweighs the very limited impact on your privacy. Naturally, you can always set up your web browser to refuse all cookies or all tracking cookies; doing so will not prevent you from accessing our websites.

Other personal data (such as your internet address) is used to defend against attacks on our websites and prevent hacking; this is also defined as our legitimate interest. Given the importance of digital safety and security for both you and us, we consider that this interest outweighs the very limited impact on your privacy.

General

Sources

Your personal data collected during your visit to our websites is only obtained from you. It goes without saying that we will only work with those customer stories that you have provided to us yourself.

Handing over your data to third parties

It is our standing policy not to hand your data over to others unless you give us your explicit consent. There are a few exceptions to this policy:

- We hand over your data to others if we are legally obliged to do so;
- We may transfer your data to our suppliers and/or contractors if necessary to handle a complaint you made about our products or services;
- We may transfer your data to third parties if this is necessary to guarantee the proper functioning of our website (for example, this might include analytics data).

Storage duration

We will not store your data longer than necessary for the purposes that we have described above, unless we are legally obliged to do otherwise. Financial and fiscal data is normally stored for a period of 7 years. Other data is stored as long as necessary to guarantee the proper operation of our business, to keep our websites running properly, to optimise our websites, and to allow us to initiate, proceed with, substantiate or defend against any legal claim.

Customer stories are made available on our websites and in our magazines for a period of time that is defined by their relevance: typically we will keep your customer stories for as long as the product or products covered or similar products are available for sale.



Your rights

Whenever we process your personal data, you have several rights you may exercise at your discretion. This includes the right to be informed about your data and the processing, the right to access your data, and the right to have your data rectified or deleted. You can also request us to transfer your data to a third party, to limit the processing of your data and/or you can object to the processing of your data .

All your requests regarding your personal data processed by us can be submitted by telephone at +31-475-389130, on our website at www.cysgroup.eu/contact, or by email to customercare@cysgroup.eu. We aim to respond to all such requests within 14 days.

Submitting a complaint with a supervisory authority

If – despite our best efforts – you are not happy with the way we process your personal data, then you are free to submit a complaint about this to a relevant supervisory authority. As our headquarters are based in the Netherlands, you can always submit such a complaint with the ‘Autoriteit Persoonsgegevens (the Dutch Data Protection Authority). This can be done at the following URL: <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens>.

Depending on where you reside within the European Union or the European Economic Area, you can also submit a complaint to the supervisory authority in the country of your residence. You will find a list of supervisory authorities here: https://edpb.europa.eu/about-edpb/board/members_en.

Changes to this privacy statement

We reserve the right to change this privacy statement. All such changes will be published on our websites. We therefore advise you to check back with us from time to time if you want to stay informed.

Automated decision-making

We do not use your personal data to make automated decisions in any form. The requirements regarding such automated decision-making as defined in Articles 21 and 22 GDPR are therefore not applicable.

Our contact data

The formal entity responsible for processing your personal data is:

CYS Group B.V.
Roorveld 12
6093PL Heythuysen
customercare@cysgroup.eu
+31-475-389130