

Privacy policy

Privacy Policy LAPP Benelux B.V.

Data protection

LAPP Benelux B.V. (LAPP) considers the protection of its customers' data to be of paramount importance and complies with all data protection regulations. Under no circumstances shall our customers' details be sold on.

The following declaration provides an overview of how LAPP ensures this data protection and of which data is used for which purposes. Additionally, the customer hereby gives their express consent for the necessary use of the data and is aware of their rights.

Personal data

Personal data is classified as any information concerning the personal or material circumstances of an identified or identifiable natural person. This includes information such as names, addresses, telephone numbers and dates of birth. Information which is not directly connected with the true identity of an individual, such as websites visited or the number of users of a site, is not classified as personal data.

Responsible parties

In the first instance, the responsible party in relation to data protection regulations shall be LAPP Benelux B.V., Van Dijklaan 16, 5581 WG Waalre, Nederland.

Data security

LAPP complies with all necessary technical and organisational security measures to protect data against loss and misuse. To this end, data is saved in a secure location which is inaccessible to the general public.

Sensitive information shall be encrypted as far as possible using the SSL certificate and transferred over the HTTPS protocol.

Data processing and consent to data usage

When customers visit the LAPP e-Shop website, the LAPP web server shall, by default and in the interests of system security, temporarily save:

- The connection data of the computer requesting access (IP address),
- Data identifying the browser and operating system used,
- The LAPP websites visited by our customers,
- The date and duration of the visit.

Additional personal data such as names, addresses, telephone numbers or e-mail addresses shall not be collected unless you provide this data voluntarily, e.g. when registering, during a survey, in connection with a prize competition, when adhering to a contract or when requesting information. The data which is automatically collected cannot be assigned to specific individuals. This data shall not be combined with any other data sources; following a statistical analysis, the data shall be deleted.

In addition to this, LAPP shall collect and save all information which its customers enter on the website or pass onto LAPP in any other manner. This data includes:

- Company name
- VAT identification number
- Title
- Name of purchaser
- Department
- Address
- E-mail address
- Telephone number
- Fax number

LAPP shall use the personal data provided by its customers exclusively for the technical administration of its website and to meet its customers' requests and requirements. This includes but is not limited to preparing and handling contracts, delivering goods and providing services, processing payments and for any necessary testing, as well as facilitating orders through handling user accounts or when answering a query.

LAPP shall also use the data to contact customers about products, services or orders. Additionally, LAPP shall update its data sets and customer accounts and shall use the data to recommend products and services which may be of interest to its customers. LAPP shall also use the data to improve its e-Shop and website, to prevent or detect instances of misuse and fraud or to enable technical, logistical or other services to be carried out for LAPP by third parties. Moreover, the data shall be used to save shopping baskets and order templates and to make these available to customers on their return.

LAPP shall retain the right to collect, process and save the data specified for the purposes specified and shall also retain the right to use the data for its own purposes. The customer declares its express consent to these terms, which LAPP will record. Likewise, LAPP shall retain the right to contact customers via e-mail during the registration process for the LAPP e-Shop; the customer also gives its consent to this.

Only where the customer has granted prior approval and/or where, as far as the legal provisions stipulate, the customer has not raised any objections, shall LAPP use this information for product-related surveys and marketing purposes.

Personal data shall only be passed on or in any other way transferred to third parties in the following circumstances:

- When such actions are necessary to comply with contractual obligations.
- When the customer has given its express consent.
- Credit information shall be collected by LAPP when a credit account is requested or when LAPP has a legitimate interest to do so. This shall apply in particular when the method of payment has been declined or when a customer who previously paid in advance wishes to transfer to payment on account. In these instances LAPP shall collect credit information from one of the following credit agencies:

Dun & Bradstreet B.V., Otto Reuchlinweg 1032, 3072 MD Rotterdam, Nederland.

Creditsafe Nederland B.V., Waldorpstraat 17, 2521 CA Den Haag, Nederland.

Coface Kreditversicherung AG, Isaac-Fulda-Allee 1, 55124 Mainz, Deutschland, Postfach 1209, 55002 Mainz, Amtsgericht Mainz HRB 5940.

The customer gives its express consent to this.

In order to comply with contractual obligations, the data shall be saved on the servers of the abovementioned service providers, LAPP Service GmbH and Digiparden GmbH.

Administrator for customers

The LAPP e-Shop offers the possibility for a contact person to be selected by the customer as the administrator. This administrator shall then have the right to set up accounts for colleagues, assign levels of authority and generate passwords. LAPP would like to highlight the responsibility this group of individuals holds with regards to personal data. LAPP requests that the data and the rights assigned are properly and carefully handled. LAPP assumes the administrators shall observe all applicable data protection regulations.

The remaining account holders shall be aware of the existence of an administrator holding the abovementioned rights. Should an administrator be selected by the company, the account holder shall give their express consent that this administrator may be involved with the creation, administration and use of their account.

Withdrawing consent and deleting data

The customer may at any time withdraw its consent regarding the retention of its personal data or lay claim to its data which has been saved by LAPP. To do this, the customer simply needs to e-mail LAPP at the following address: [sales.LAPPbenelux\(at\)LAPPgroup.com](mailto:sales.LAPPbenelux(at)LAPPgroup.com). If customers withdraw their consent regarding the retention and processing of their personal data, they shall be prohibited from using the LAPP e-Shop.

Personal data shall be deleted:

- When customers withdraw their consent to its retention.
- When the customer's knowledge of the data is no longer required for fulfilling the purpose for which the data was stored.
- When its retention is not permitted on any other legal grounds.

Cookies

The internet sites connected with the LAPP e-Shop use "cookies" at numerous points. They serve to make the website more user-friendly, more effective and more secure. Cookies are small text files which enable the user to be identified again. They are stored on the customer's computer and are saved by its browser. Most of the cookies used by LAPP are so-called "session cookies". These are deleted once the user leaves the webpage.

However, LAPP also uses "permanent cookies" to retain information about users who repeatedly access a LAPP internet site. This allows for an optimal user interface as well as offering customers who make repeated visits as diversified an internet page as possible, with new content. The content of the permanent cookies is restricted to an identification number. Names, IP addresses, etc. are not saved.

It is also possible to browse the range without using cookies. Customers have the option of altering their browser's settings to deactivate the storage of cookies, restrict them to certain websites or to inform them as soon as a cookie is sent. Customers can also delete cookies from their hard drives (in the "Cookies" folder). However, if this option is selected there will be restrictions on how the webpage is displayed and also to their user interface.

Cookies do not cause damage, nor do they contain viruses.

Newsletter

If a customer wishes to receive the newsletter offered on the website, LAPP requires a valid e-mail address as well as information which confirms that the e-mail account holder has given their consent to receive the newsletter. Any further details will not be collected. Your consent to the retention of data, e-mail addresses and to receive the newsletter can be withdrawn at any future time.

Econda and Google Analytics website optimization

For the purpose of a demand-oriented design and optimization of this website pseudonymous data are collected and stored with solutions and technologies provided by econda GmbH (econda GmbH Zimmerstr.6, 76137 Karlsruhe, <http://www.econda.de>) and Google Ireland Ltd. (Gordon House, Barrow Street 1000, Dublin 4, www.google.ie); usage profiles are created on the basis of these data, using aliases.

Econda anonymises the data upon collection by shortening IP addresses. As a result, and if used as intended, econda is not in a position to make any allocations to specified users. Anonymised data remain on econda servers (in Germany only) with insight granted to us only. By way of this aggregate information we are enabled to analyse, for example, streams of visitors and click paths without, however, being in a position to allocate them to specific users.

Cookies may be used for this purpose, allowing recognition of an internet browser. Without explicit visitor consent, however, usage profiles are not merged with data concerning the pseudonym bearer. IP addresses are disguised in particular immediately after entry, thereby making the matching of usage profiles with IP addresses impossible. Visitors to this website may object here at any time against data capture and storage.

<https://www.econda.de/en/data-storage-opt-out/>
<https://myaccount.google.com/privacy>

Find out more about econda data protection at
<https://www.econda.de/en/privacypolicy/>
<https://www.google.com/intl/nl/cloud/security/gdpr/>

The data is saved for one year.

Right to information

The customer shall retain the right to view its stored personal data at any time and without charge via the operator, obtain information on its origin and receivers as well as obtain information on why the data was stored. This information shall be provided in writing. The information request is to be sent in writing, including a copy of your ID, to LAPP Benelux B.V., Van Dijklaan 16, 5581 WG Waalre, Nederland. The data protection supervisor can also provide information on the type of data saved at the following e-mail address: [info.lappbenelux\(at\)lappgroup.com](mailto:info.lappbenelux(at)lappgroup.com).

Further information

The customer shall be aware that current technologies still cannot ensure complete and total data protection when transferring data over the internet. The customer shall therefore bear responsibility for the security of the data it transfers over the internet.

LAPP considers their customers' trust to be of paramount importance. As such, LAPP would be delighted to discuss and answer any queries regarding the processing of personal data. Should you have any further questions which have not been answered by this declaration on data protection, or if you require more detailed information on any specific point, you can contact our data protection supervisor at any time at the following e-mail address: [info.lappbenelux\(at\)lappgroup.com](mailto:info.lappbenelux(at)lappgroup.com).