

Privacy Policy

Corporate

Caldic respects your right to privacy. With this privacy declaration we would like to inform you about our working procedure and the way that we intend to use your details.

Surfing

When visiting our website or when we share with you documents through a third party tool (including, but not limited to Showpad) we monitor your click behavior. That means that the pages that you visit, the destinations you request, the time you spend on one page, and the page through which you exit the site will be registered. We do this solely to measure interest for certain aspects of the site and in order to better adjust our offers to your wishes. These details are used exclusively for our own research.

Links

In case of links to external websites, Caldic cannot be held responsible for the privacy of those websites.

How to contact us

Should you have other questions or concerns about our privacy policies and practices, please contact Caldic. You can send an e-mail to our corporate communication department communication@caldic.com

How we store and Handle Personal Data of visitors, customers, suppliers and potential customers and suppliers.

Personal Information We Collect and Lawful Basis For Processing

We may collect and use various types of personal data about the visitors, customers, suppliers and potential customers and suppliers.

- We will collect your first name, surname, contact information, including your email address, company name and phone number
- We may collect certain other personal information when we correspond with you
- We may collect certain personal information when you report problems with the site (e.g. profile picture, role, device information, logon information)
- We may collect certain technical information and (usage/behavior statistics) about you and your visit (e.g. the internet domain from which you access our website(s)/documents, your internet protocol address, your browser type and version, your operating system and platform, the dates and times you access our website(s)/documents, number of interactions with the content, the websites or links that you use to access our website(s), login information, details of products or services that are viewed or searched for and the full Uniform Resource Locators, ("URLs")

How we use Personal Information

We collect and use personal data about visitors, customers and suppliers and potential customers and suppliers for the following purposes

- Providing you with the products, services and information that you ask us for and performing our obligations under any contracts that we enter into with you
- Corresponding with you and recording any communications
- Sending you e-mail newsletters (you can unsubscribe at any time using links provided in the e-mails or by sending an email to communication@caldic.com) and providing you with marketing information about our services, in each case if you agree
- Site management and security purposes, making the site more useful for you, learning about website visitor numbers and the technology they use and improving our website and ensuring that content is presented effectively
- Administering the website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purpose
- Telling you about changes to our products and/or service
- Complying with applicable legislation, regulations and codes of practice and for legal, administrative and management purposes

How we share your Personal Information

As well as the parties mentioned above, we also share visitors' data, customers' and suppliers' and potential customers' and suppliers' personal information, as necessary, with the following third parties:

- Any member of our group, which means our subsidiaries, our ultimate holding companies and their subsidiaries
- Selected third parties, including business partners and service providers, (e.g. providers of CMS, IT, accountancy, technical, payment and delivery services) to perform any contract we enter into with either them or you to provide our goods and service
- Other third parties if necessary to comply with our legal obligations or enforce agreement
- Other third parties if necessary to protect our or your rights, property, or safety and/or those of others

Where we transfer and store Personal Information

- The personal information that we collect from visitors, customers and suppliers and potential customers and suppliers may be transferred to and stored at destinations within the European Economic Area and/or outside the European Economic Area, only in case those countries have implemented adequate protection measures.
- As such, adequate protection for such personal and sensitive personal information will be ensured

- The personal and sensitive personal information that we collect from you will also be processed by staff who work for us or for one of our suppliers. This includes staff involved in, among other things, providing support services
- We will take all steps reasonably necessary to ensure that all your personal information is treated securely and in accordance with the Privacy Policy and applicable law, including by putting in place certain safeguards, like: Only authorized staff can access and work with personal data; Personal data is to be stored in special folders that are protected and monitored; Staff working with personal data are trained in information security
- All information that you provide to us is stored on secure servers
- Where we have given you or where you have chosen a password which enables you to access certain parts of the website(s), you are responsible for keeping this password confidential
- Once we have received personal information, we will use strict procedures and security features to try to prevent unauthorized access
- The website(s)/documents may, from time to time, contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that they have their own privacy policies and that we are not responsible or liable for these policies. Please check these policies before you submit any personal data to these websites

Retention of Personal Information

- We will store your personal information for limited and appropriate time periods only as set out in our Personal Data Retention Policy
- We will regularly review your personal information that we hold to ensure that it is only kept for an appropriate time

Your Rights in Your Personal Information

- You have certain rights in respect of the personal information that we hold about you. Details of these rights are set out in our Personal Data Protection Policy
- We will process all personal information in line with your rights, in each case to the extent required by and in accordance with applicable law (including in accordance with any applicable time limits and any requirements regarding fees and charges)

Disclaimer

The information provided is for general information purposes only. The information is provided by Caldic and whilst we strive to keep the information up-to-date and correct, we make no representations or warranties of any kind with respect to the website or the information, products, services, and markets or related graphics. Any reliance you place on such information is therefore at your own risk.

In no event will we be liable for any loss or damage, indirect or consequential loss or damage, or any loss or damage arising from loss of data or profits arising out of or in connection with the use of this website.

It might be that through our website or the documents we provide to you, you are able to link to other websites which are not under the control of Caldic. We have no control over the content and availability of those sites.

Every effort is made to keep the website up and running smoothly. However, Caldic takes no responsibility for and will not be liable for changed information about any of our activities or for the website and/or any links being temporarily unavailable due to technical issues beyond our control.