

GDPR Privacy Policy

This privacy policy notice sets out how RCS Issuer Services S.AR.L., a company registered in the Grand Duchy of Luxembourg under company number B137239 and having its registered office at 6, Boulevard Pierre Dupong L-1430 Luxembourg, uses and protects any information that you, the visitor to this website, provide us over the course of your use of our website <https://rcsgroup.lu>.

This privacy policy will explain to you how we control, process, handle and protect your personal information that we collect while you are browsing or using this website, including your rights under current laws and regulations. If there are any terms in this privacy policy that you disagree with, please cease using of this website, our apps and our services.

Should you be asked to provide certain personal identification information when using this website, it will only be used in accordance with this privacy policy and current laws and regulations.

By continuing to browse and use this website, you express your agreement to the terms of this privacy policy.

Personal Information

So that we could answer your enquiries, fulfil your requests or manage your interactions with us via this website and apps, we may collect personal identification information that you voluntarily provide to us such as name, address, contact information, passwords and security credentials.

In addition to the personal identification information that you may provide us, this website may use technology that collects certain technical data like your IP address, your computer's operating system, your browser type, traffic patterns and the address of any referring web sites. Information collected via our apps includes your geo-location, mobile device model and manufacturer, push notifications, and social media app permissions.

We may request to send you push notifications regarding your account or the mobile application. If you wish to opt out from receiving push notifications, you may turn them off in your device's settings.

Your personal data we hold can be made available upon your request by contacting us with our contact form found on our website. You can request that your data is updated (the right of rectification) and/or deleted (the right to erasure) at any time, unless we can justify that it is retained for legitimate business and/or legal purposes. When updating your personal data, you may be asked to verify your identity before your request can be fulfilled.

Usage of Personal Data

We process your information to serve legitimate business interests, to fulfil our contract(s) with you, to comply with our legal obligations, based on your consent. We may use the provided information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Respond to your questions and any other requests.
- Process such information to comply with our obligations under our agency transactions and to maintain such records.
- Pass to another organisation to supply/deliver products or services you have requested.

- Carry out our obligations arising from any contracts entered into by us.
- Comply with any legal requirements.
- We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use our site and issuing our emails for us.
- Obtain your views or comments to improve our products and services.
- Notify you of changes to our business and any related services.
- Send you communications which you have requested and that may be of interest to you. These may include information about service and product updates, newsletters, and events for example.
- Internal record keeping.

We will not provide this information to a third party without your express permission, except when necessary to process your order, fulfil your requests or manage any provided solutions.

How long do we keep your Data for?

We retain your information for as long as we have reasonable business needs, and some records may legitimately need to be stored for more than six years after receipt. We will keep the personal data in line with legal and regulatory requirements or guidance to fulfil the purposes outlined in this privacy policy unless otherwise required by law.

Security, Storage and Transfers

We are committed to ensuring that your information is secure, but there are inherent risks associated with providing personal data, whether in person, by phone or electronically, and no system of technology can provide absolute safety.

In order to prevent unauthorised access or disclosure, we have established appropriate physical, electronic and other procedures to safeguard and secure the information we collect.

Although we will take all necessary measures to protect your personal information, transmitting personal information to and from our websites and apps happens at your own risk. You are advised to only access the services within a secure environment.

We may transfer, store, and process your information in countries other than the one where you reside. Our servers are located in the United Kingdom and if you are accessing our website and apps from outside the United Kingdom, please be aware that your information may be transferred to, stored, and processed by us in our facilities and by those third parties with whom we may share your personal information, in the United Kingdom and other countries.

If you are a resident in the European Economic Area, then these countries may not have data protection or other laws as comprehensive as those in your country.

Your information is only shared with your consent, to comply with applicable laws, to protect your rights, or to fulfil business obligations.

Accuracy of Collected Data

The accuracy of personal data is imperative. We will on our own initiative, or at your request, replenish, rectify, or erase any incomplete, inaccurate, or outdated personal data retained by us in connection with the operation of this website and our apps.

Visitor Identification

When you visit our website, we may collect information from you automatically through cookies or similar technology. Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information.

You can set your browser not to accept cookies, and/or to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Links to other websites

Our website may contain links to other websites of interest. Our privacy policy applies only to our website, so if you use a link to access another website, you should read their privacy policy.

16 or Under

If you are aged 16 or under, you need to receive permission from your parent(s) or guardian(s) beforehand whenever you provide us with personal identifying information.

Your Rights

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you have any questions about this privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: admin@rcsgroup.lu

Call us: +35220334176

Or write to us at: Office 230, 26 Boulevard Royal, L-2449 Luxembourg

Changes

We may change this privacy policy, or change, modify or withdraw access to this website, or the content of these pages at any time with or without notice.

Based on the applicable laws, you may have the right to request access to the personal information we collect from you, change that information, or delete it. To request to review, update, or delete your personal information, please fill out and submit a data subject access request (<https://rcsgroup.lu/access-request/>).