



Privacy Statement Renson SENSE GO

General

This Privacy Statement governs the processing of your personal data as part of the use of a SENSE GO account and related services, such as the mobile and web application related to Renson SENSE GO device. This processing is always done by Renson as controller, located at 8790 Waregem, Maalbeekstraat 10.

Renson is continually striving to protect the privacy of its users. In this Privacy Statement you will find everything to better understand how Renson collects and uses your data and to understand the choices concerning the protection of your data.

Protecting users' personal data is very important to Renson. We make every effort to ensure this data protection and always act in accordance with the EU General Data Protection Regulation 2016/679 (GDPR) when processing your personal data.

More concretely, Renson will always handle personal data lawfully for well-defined purposes. We will take the necessary steps never to ask for more personal data than necessary for the purpose or to keep them longer than necessary. Finally, Renson will take technical and organizational measures to ensure appropriate security so that personal data is protected.

This Privacy Statement was last updated on 27/06/2022. Renson reserves the right to adapt this Privacy Statement if necessary. Changes will be communicated at all time.

1. Organisation

"Renson": all companies affiliated with Renson*. A person concerned is always a user/contact of a company affiliated with Renson.

The following companies are associated with the Renson Group: Renson Ventilation NV, Renson Sunprotection Projects NV, Renson Sunprotection Screens NV, ARLU NV, Esafe BVBA, Renson Fabrication Ltd, Renson Inc, Renson Shanghai, Corradi, Corradi Usa, Corradi Srl SRL, OpenMotics BV.

Renson specialises in products and services that optimise indoor air quality using well-designed ventilation (ventilation systems, ventilation grilles and window ventilation), fabric sunscreens, aluminium façade cladding and/or various outdoor solutions.

Renson deals with personal data in the above context. Renson is responsible for this data.

2. Personal Data

2.1. What personal data do we process?

Renson processes the following categories of personal data with the SENSE GO platform:

- Identification details
- Contact details

- Personal features
- Living habits
- Location data
- Property characteristics
- Sensor data
- Check event/action data

2.2. Why do we process your personal data?

2.2.1. Account management

Renson processes personal data with the aim of maintaining, supplementing, updating, and managing user account data, enabling the login via an account, and providing services (e.g. reporting).

Your consent is the basis upon which Renson shall process personal data related to this activity. The personal data are kept for a maximum of 7 days after deactivation of the account.

2.2.2. After-Sales Support

Renson processes personal data with the aim of offering basic service and provide support to our users in case of a product defect during the warranty period.

The personal data is processed based on the justified interest of Renson. Renson wants to offer an optimal service in case of a product defect. The processing is necessary to determine the cause of the defect, which will exclusively benefit the person concerned. Personal data will be kept until the end of the warranty period.

2.2.3. Communication

Renson processes personal data with the aim of communicating updates or products and available services to users (e.g. you can now use your Renson account to log on to ...). Your consent is the basis upon which Renson shall process personal data related to this activity. The personal data are kept for a maximum of 7 days after deactivation of the account.

2.2.4. Consumer reporting of sensor data

Renson processes personal data for the purpose of keeping and aggregating sensor data and control history, which the user can consult in a descriptive overview.

This personal data is processed because Renson has an agreement with the user and this processing is necessary to perform the agreement. The data used in the above processing will be kept for the duration of the contract. We also inform you that, unless you object, the data used in this processing activity will be erased after 3 years of inactivity.

2.2.5. Advisory Service

Renson processes personal data with the aim of giving personal advice on actions the user can take to improve comfort. To offer a personalized experience we use profiling. No legal consequences are attached to this form of profiling.

This personal data is processed because Renson has an agreement with the user and this processing is necessary to perform the agreement. The data used in the above processing will be kept for up to 30 days after the end of the contract or until the account is deactivated. We also inform you that, unless you object, the data used in this processing activity will be erased after 3 years of inactivity.

2.2.6. Direct Marketing

Renson processes personal data for the purpose of recommending products and services tailored to the user's personal wishes.

Renson will use your consent for processing personal data under this activity. The personal data will be kept until you withdraw this consent.

2.2.7. Device Accommodation Organization

Renson processes personal data for the purpose of enabling the assignment of authorizations, names, and distribution of devices to specific rooms or homes.

This personal data is processed because Renson has an agreement with the user and this processing is necessary to perform the agreement. The data used in the above processing will be kept for the duration of the contract and at most 14 days after termination of the contract.

2.3. Do we transfer your personal data to third parties?

Renson shall not transfer the personal data to other parties who may use these personal data for their own purposes. Renson works with a number of processors, which means it concerns parties which may only process your data for the purposes we determine. Under no circumstances whatsoever shall they process your personal data for their own purposes.

Renson shall take the necessary steps to process your personal data within the European Economic Area only. In the exceptional case that your personal data are processed outside the European Economic Area, the Organization shall take the appropriate safeguards to protect your personal data at all times.

2.4. How long are your personal data kept?

Renson shall not keep the user's personal data longer than is necessary for the purpose. If the user wishes to delete their account, their personal data shall be deleted at the latest 7 days after deactivation.

3. What rights do you have and how do you exercise them?

3.1. Right of access by the data subject

You have the right to access all your personal data we process. You can also receive a paper or digital copy of this. You can do this by sending an email to our Data Protection Officer (DPO) at dpo@renson.be.

3.2. Right to rectification

You have the right to demand that we rectify your personal data if they are not correct or not complete. You also have the right to demand that your personal data are not used temporarily until they are correct or complete. You can do this by sending an email to our Data Protection Officer (DPO) at dpo@renson.be.

3.3. Right to object

You have the right to withdraw your consent (object to processing) at all times. You can do this by sending an email to our Data Protection Officer (DPO) at dpo@renson.be. This means you may no longer be able to use certain functionalities.

3.4. Right to erasure ('right to be forgotten')

You have the right to demand that your personal data be erased when they are no longer necessary for the purposes of this Privacy Policy or if you withdraw your consent for the processing. You can do this by sending an email to our Data Protection Officer (DPO) at dpo@renson.be.

Note: We are not obliged to erase your personal data if we must or can keep them for a legal obligation.

3.5. Right to data portability

You have the right to receive your personal data structured, commonly used and machine-readable format if the processing took place in the context of an agreement or based on your consent. You can do this by sending an email to our Data Protection Officer (DPO) at dpo@renson.be.

3.6. Right to restriction of processing

If you feel we are not processing your personal data correctly, you may object to such processing, such as processing in the context of newsletters, marketing, or other processing that is not necessary in the context of our products and services. You can do this by sending an email to our Data Protection Officer (DPO) at dpo@renson.be.

3.7. Right to lodge a complaint with the supervisory authority

If you are not satisfied with the way in which your personal data are processed, you can lodge a complaint with the competent data protection authority in Belgium. For more information, please visit www.dataprotectionauthority.be.