

Privacy notice

Customers

1. What personal data do we process?

If you are a customer of Iris, we collect and process information about individuals in your organisation. The following information may be included in our customer files:

From contact persons:

- Contact information such as name, position, telephone number, e-mail address, company, department
- Transactional data such as orders, billing data, service and warranty may also contain personal data
- Electronic identification data (e.g. IP number, online login data)
- Financial data may contain personal data: IBAN data, mandate number in case of direct debit

2. Why do we process your personal data?

We process your personal data to be able to execute our contract. For example, we process your personal data for, among other things, the following purposes:

- Managing our customer relationships
- Effective and efficient communication
- Verification of signature authority upon contract signing
- Management of our contractual obligations: services, invoicing, ...
- Customer Support
- Product Support and Warranties
- Organization of events
- Surveys or other forms of (marketing) communication

In addition, Iris also wants to protect her own assets and interests. In that context, we can process personal data where we find it appropriate and necessary, for example (non-exhaustive):

- To execute our client acceptance policy
- Assess creditworthiness
- In the context of managing litigations
- To ensure payment of our invoices

Finally, Iris may also process your personal data to comply with any applicable legal obligations.

3. Legal bases

We process your personal data based on the following legal bases:

- The processing is necessary for the execution of the contract we have with you;
- The processing is necessary to comply with a legal obligation;
- The processing is based on our legitimate interests, to the extent that your fundamental rights and freedoms do not outweigh those interests (e.g. if we need your data for internal administrative purposes, to ensure network and data security to ensure or to prevent fraud);
- you have consented to the processing of your data, for example when you have consented to a voluntary participation in a survey.

4. How long do we keep your data?

In accordance with Article 17 of the GDPR, we keep your data for as long as necessary for the respective purposes for which we process your data. To ensure that all your data is deleted in accordance with the principle of data minimization and Article 17 of the GDPR, Iris has developed internal procedures for deletion.

The fundamental principles on which your personal data will be deleted are described below:

- Use for contract compliance
In order to comply with contractual obligations, data collected from you may be retained for as long as the contract is in force and – depending on the nature and scope of the contract – for up to 7 to 10 years thereafter in order to comply with legal retention requirements and to be able to answer any questions or resolve complaints after termination of the contract.
- Use for assessment of claims
Information that we believe is necessary to assess and prevent claims against us or to initiate criminal proceedings or to prevent claims against you, us or third parties may be retained by us for as long as the relevant proceedings can be initiated.
- Use for customer service and marketing purposes
The data collected from you for customer service and marketing purposes can be stored for up to 3 to 10 years

5. What happens if the requested information is not provided to us or when you ask us to stop processing your data

Our ability to execute our contractual obligations or the legal obligations applicable to us may depend on our ability to access and use certain personal data about you. As a result, not providing certain personal data to us may cause us to breach one or more applicable legal or contractual obligations or failure to execute our agreement.