

MJC Europe GmbH

GDPR Customer Privacy Notice

MJC Europe GmbH ("we") is committed to protecting and respecting your privacy. This Privacy Notice sets out the basis on which we process your personal information when you purchase our products ("Product(s) ") or when you interact with us, or use other services from us ("Service(s)"). Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it. Personal information is information, or a combination of pieces of information, that could reasonably allow you to be identified.

1. How we collect your Personal Information

We collect personal information from you directly (e.g. when you contact us about Product or Service), and may generate information about you in the course of our relationship with you.

2. Categories of information we collect

The categories of information that we collect directly from you will include any personal information you include in correspondence to us. This may include personal details (e.g. name, date of birth); contact details (e.g. phone number, email address or postal address); details about purchases your company has made (e.g. when your company makes purchases or responds to offers and other information about your employment from you including your job title, place of work and delivery addresses); and any other information you provide to us.

3. How we use your personal information and the legal basis on which we use it

We may use your personal information for the following purposes and legal basis:

A) to proceed the business relationship:

We will use the personal information in order to contact you, communicate with you, ask our assessment, provide with any information.

This is in order to execute any contractual obligations when there is a contract with you and/or to meet our legitimate interests in providing the best service to our customers.

B) to sell our products and/or to provide services:

We may use your personal information to enter into a contract you or to perform a contract that you have with us. For example, when the contract includes delivery, we will use or transfer your personal information in order to deliver our product to you; and when the contract includes maintenance, after sales service and/or customer service, we will use or transfer your personal information to provide you with such services.

C) to manage orders:

We will use your personal information to process your order and to invoice. This is to meet our legitimate interests in fulfilling our orders, and to meet our customers' expectations of our service.

D) to improve our Products and services:

We may use your personal information to make suggestions about improvements to Products. It is in our legitimate interests to provide the best Products possible to all our customers.

E) to manage our business:

We may use your personal information to keep our records of our customers and our sales accurate and up to date, and to ensure that we meet any legal obligations to which we are subject. Where not necessary to comply with any such legal obligations, we do this to meet our legitimate interests in running our business most effectively.

F) to exercise our rights:

We may use your personal information to exercise our legal rights where it is necessary to do so, for example, to detect breaches of the law or of our policies.

G) to comply with our legal obligations;

We may process your personal information to comply with other legal or regulatory requirements, where this is explicitly required by law.

4. How and when we share your personal information

We may share your personal information with the following categories of third parties:

A) Group companies connected or controlled by MICRONICS JAPAN CO., LTD.: . within EEA;

- B) Information system and communication network providers;
- C) Consulting firms;
- D) Transportation companies;
- E) Service providers and business partners that perform business operations for us for the purposes set forth above. For example, we may partner with companies to process payments, fulfill orders, and manage deliveries.
- F) Distributers;

We have no plan to share your personal information with any other category of parties.

5. Data transfer to a third country and/or international organization

We (MJC Europe GmbH) are member of the group of MICRONICS JAPAN CO., LTD.). We may share your personal information with any member of the worldwide group especially with MICRONICS JAPAN CO., LTD. our head-quarter, which is located in Japan where the EU Commission has decided to ensure an adequate level of protection, on the basis of a contract embodying the relevant EU standard contractual clauses between us and other member(s) of our group. All group companies are fully committed to complying with our Group Privacy Policy determined by MICRONICS JAPAN CO., LTD. Please see [our Group Privacy Policy provided by MICRONICS JAPAN CO., LTD.](#):

We will continue to apply all necessary safeguards and to improve security features.

We have no plan to otherwise transfer your personal information to any other category of parties toward any third country without your explicit consent.

6. Data retention period or relevant criteria

The processing shall be carried out in automated and/or manual manner, with methods and tools aimed at ensuring the best security and confidentiality, by persons specifically appointed to do so.

We retain your personal information for as long as we have a relationship with or ongoing contact with you. After our relationship with you has ended, we will keep your personal information for one year from the end unless there is our compelling legitimate interest.

If you have any question regarding the criteria of the retention period, please refer to “8. Contact us” below.

7. Your rights over your personal information

You have the right, at any time, to request us to access, rectify, cancel your personal information or limit their processing. Furthermore, you have the right to object, at any time, to the processing of your data (including automated processing, e.g. profiling) and to the portability of your data.

(1) Right to access

This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it upon your request.

(2) Right to rectify

This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

(3) Right to cancel

This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

(4) Right to limit

This enables you to ask us to suspend the processing of your personal information in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding

legitimate grounds to use it.

(5) Right to object

This enables you to object where we are relying on a legitimate interest (or those of a third party) but there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

You also have the right to object where we are processing your personal information for direct marketing purposes.

In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

(6) Right to data portability

We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

(7) Right to withdraw

This enables you to withdraw your consent if the legal basis of the processing was your consent. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

Please note that if you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

You also may have a right to lodge a complaint with your local data protection and privacy regulator.

In case of request of data portability we shall provide you with your personal information in a structured, commonly used and machine-readable format, subject to the provisions set forth in par.3 and 4 of Art.20 of Regulation EU 2016/679.

If you would like to discuss or exercise any rights you may have under law, please refer to “8. Contact us” below.

8. How to contact us

We are the controller responsible for the personal information we collect and process.

If you have any questions or concerns regarding the way in which your personal information has been used, please contact us: sales@mjc-europe.de

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, you may have the right to make a complaint to the data protection authority of your country of residence.

When you contact us, we will share your personal information and the content of inquiry with MICRONICS JAPAN CO., LTD., our head-quarter, which is located in Japan, where the EU Commission has decided to ensure an adequate level of protection.

9. Changes to the policy

We may modify or update this privacy notice from time to time. If we make any revisions that materially change the ways in which we process your personal information, we will notify you of these changes before applying them to that personal information.

Last updated on 24th May 2019