

## Privacy Policy

### Introduction

This privacy statement is effective as of May 25th, 2018. Please note that this privacy statement will regularly be updated to reflect any changes in the way we handle your personal data or any changes in applicable laws.

This page tells you everything you need to know about how Felber Consulting (“Felber Consulting”; “we”) protects the personal data we process and control relating to you (“your personal data”; “your data”) and which rights you have in relation to the processing of your personal data.

### What personal data do we collect from you?

We collect your personal data (and data passed from our Partners that has been provided by you) which includes:

- Full Name
- Contact information including email address and phone number
- Demographic information such as postcode
- Other information relevant to customer product marketing
- Machine identifiers (such as IP addresses)

### What do we use your personal data for?

As part of pre-contractual and/or contractual obligations, we may process your personal data for:

- Answering any requests, queries or inquiries you may submit on our collaboration platform
- Providing information about other services and solutions you may be interested in

We may also use the personal data you share with us, for:

- Maintaining and improving the website as well as to ensure its security
- Conducting customer satisfaction surveys
- Managing the forums to which you may take part
- Recruitment purposes e.g. when you submit a resume or a job application online
- Compiling aggregate statistics regarding the use of our services and website.

### **The right to correct and update the information we hold about you**

If the data we hold about you is out of date, incomplete or incorrect, you can inform us by emailing us at [info@felberc.com](mailto:info@felberc.com) and we will ensure that it is updated.

### **Data retention and deletion**

We keep your personal data only as long as necessary for legitimate and essential business purposes, such as informing you about our solutions and services or complying with our legal obligations.

If you request, we will delete or anonymise your personal data so that it no longer identifies you, unless, we are legally allowed or required to maintain certain personal data

When you are an existing client, we will keep your personal data as long as our contractual and/or business relationship lasts. We may then retain your personal data for seven (7) years after our contractual and/or business relationship lasts.

If you are a prospect with no established contractual and/or business relationship, we will not keep your data for longer than three (3) years after you last contacted us.

Finally, the log information we may collect for the security, maintenance and improvement purposes mentioned above will not be kept longer than one (1) year after collection.

### **Communicating with you**

We may contact you directly or through a third party service provider regarding products or services you have signed up to or purchased from us, such as necessary to deliver transactional or service related communications.

We may also contact you with offers for additional services we think you'll find valuable if you give us consent, or where allowed based upon legitimate interests. You don't need to provide consent as a condition to purchase our goods or services. The contact methods we use may include:

- Email
- Text (SMS) messages
- Telephone calls
- Social Media
- Instant Messaging Systems

### **Changes to this Privacy Policy**

We may occasionally make changes to this Policy.

When we make material changes to this Policy, we'll provide you with prominent notice as appropriate under the circumstances, e.g. by displaying a prominent notice on the homepage of the website or by sending you an email. We may notify you in advance.

### **How we use cookies**

We use cookies to enable you to navigate between pages and to generally improve your user experience. We also use cookies to analyse how users interact with our website, to enable you to share content using social media, and to provide you with embedded content from third parties, such as maps of our offices and our twitter feed.

Session cookies do not contain any personal information about you and they are deleted when you leave the site. Some services will not work if your browser does not have cookies enabled.

### **How to contact us**

Thank you for reading our Privacy Policy. If you have any questions about this Policy, please contact our Data Protection Officer by emailing us at [info@felberc.com](mailto:info@felberc.com) or by writing to us at the following address:

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