

EEM World S.p.r.l. Privacy and Cookie Policy

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

What personal information do we collect from the people that visit our blog, website or app?

When ordering or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number or other details to help you with your experience.

When do we collect information?

We collect information from you when you register on our site, place an order, subscribe to a newsletter, fill out a form or enter information on our site.

How do we use your information?

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To improve our website in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To administer a contest, promotion, survey or other site feature.
- To quickly process your transactions.
- To send periodic emails regarding your order or other products and services.
- To follow up with them after correspondence (live chat, email or phone inquiries)

How do we protect your information?

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

We do not use Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

Third-party disclosure

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information.

Third-party links

We do not include or offer third-party products or services on our website.

Google

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users. <https://support.google.com/adwordspolicy/answer/1316548?hl=en>

We have not enabled Google AdSense on our site but we may do so in the future.

COPPA (Children Online Privacy Protection Act)

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

We do not specifically market to children under the age of 13 years old, nor we let third-parties, including ad networks or plug-ins to collect PII from children under 13.

Fair Information Practices

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to

comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

We will notify you via email

- Within 7 business days

We also agree to the legal principles which requires that individuals have the right to legally pursue enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.

CAN SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

We collect your email address in order to:

- Send information, respond to inquiries, and/or other requests or questions

To be in accordance with CANSPAM, we agree to the following:

- Not use false or misleading subjects or email addresses.
- Identify the message as an advertisement in some reasonable way.
- Include the physical address of our business or site headquarters.
- Monitor third-party email marketing services for compliance, if one is used.
- Honor opt-out/unsubscribe requests quickly.
- Allow users to unsubscribe by using the link at the bottom of each email.

If at any time you would like to unsubscribe from receiving future emails, you can email us at
and we will promptly remove you from ALL correspondence.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us using the information below.

EEM World S.a.r.l

45 Route D'Arlon

L-8009 Strassen

Luxembourg

+32 (0) 67 48 51 84

EEM Sprl

Rue Blavier no. 3, 7190 Ecaussinnes

Ecaussinnes, 7190

Belgium

+32 (0) 67 48 51 84

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Why We Use Your Data

There are several purposes of processing your data by EEM WORLD S.p.r.l.

EEM WORLD S.p.r.l. processes your personal data primarily to deliver our services to you and to run, maintain and develop its business.

If you contact our customer service, we will use the information provided by you to answer your questions or solve your complaint. In order to ensure that our services are in line with your needs, these data can be used for things like customer satisfaction surveys.

EEM WORLD S.p.r.l. processes your personal data to contact you regarding our services and to inform you of changes to our services and products. Your data is also used for research and analysis, so as to improve our services and our website. We may also use your data entered on our website in certain cases to send information by e-mail about other services, provided that you have given us consent to that.

EEM WORLD S.p.r.l. processes your personal data to perform our contractual obligations towards you and to comply with legal obligations. Furthermore, we process your personal data to pursue our legitimate interest to maintain and develop our businesses.

On the aforementioned contact forms, we will provide you with the possibility to choose to opt-in to our direct marketing campaigns.

Data Breach

We will report any unlawful data breach of this website's database or the database(s) of any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

Your Rights

We think it is important that you are able to control your personal information. You have the following rights:

1. a) Right to Access

You have a right to obtain, from EEM WORLD S.p.r.l., confirmation as to whether or not personal data concerning you are being processed as well as access to the respective data. Including the issuance copy.

1. b) Right to Rectification

You have a right to obtain from EEM WORLD S.p.r.l., without undue delay, the rectification of inaccurate personal data including the right to complete incomplete data.

1. c) Right to Erasure

You have a right to obtain from EEM WORLD S.p.r.l. the erasure of your personal data without undue delay if there is an issue with the underlying legality of the data processing.

1. d) Right to be Forgotten

You have the right to obtain from the EEM WORLD S.p.r.l. the erasure of personal data without undue delay and EEM WORLD S.p.r.l. shall have the obligation to erase personal data without undue delay where applicable in accordance to the Article 17 GDPR.

1. e) Right to the Restriction of Processing

You have the right to obtain from EEM WORLD S.p.r.l. restriction of processing where one of the following applies:

- The accuracy of data is objected to by the data subject.
- Unlawful processing and data subject object erasure of data and requests restriction instead.
- Data no longer necessary for the purpose but required by data subject to the establishment, exercise or defense of legal claims.
- Objection to further processing, pending verification of legitimate grounds to override those of data subject.

1. f) Right to Data Portability

You have the right to receive the personal data in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the EEM WORLD S.p.r.l. to which the personal data have been provided.

1. g) Right to Object

You have the right to object to the processing your personal data at any time on the following address: amccurrach@eemworld.com.

1. h) Right against an Automated Decision

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects.

Changes to our Privacy Policy

This privacy policy may be subject to change from time to time, in line with legislation or industry developments. We will not explicitly inform our clients or website users of these changes. Instead, we recommend that you check this page occasionally for any policy changes.

Contact

EEM World S.a.r.l, L-8009 Strassen, 45 Route D'Arlon , Luxembourg

DPO Email: amccurrach@eemworld.com