

**This privacy policy was last modified on June 10, 2019.**

At LSA Solution, looking after the personal data you share with us is extremely important. We want you to be confident that your data is safe and secure with us, and understand how we use it to offer you a better, more personalized shopping experience.

## What this Policy Covers

**The data controller is LSA Solution. (referred to in this policy as “LSA Solution” “we” or “us”).** LSA Solution is committed to doing the right thing when it comes to how we collect, use and protect information that identifies or is associated with you as a real person (“personal data”). This is why we have developed this privacy and cookie policy (“policy”), which:

- Outlines the types of personal data that we collect;
- Explains how and why we collect and use your personal data;
- Explains why and when we will share personal data within LSA Solutions and with other organizations (suppliers and manufacturers); and
- Explains the rights and choices you have when it comes to your personal data.

We offer a wide range of products and services, so we want to clearly explain what this policy covers. This policy applies to our websites, including [www.LSA-Solution.eu](http://www.LSA-Solution.eu), and our mobile apps for iOS or Android mobile devices (collectively, our “services”). Using our services means: This policy also applies when you shop with us over the phone, and also if you contact us, or any time we contact you about our services.

## Personal Data We Collect

**This section describes the personal data we may collect from you when you use our services, and what other personal data we may receive from other sources.**

### **Data you provide to us directly.**

When you register on our site and for our services or purchase products, you provide us with the following:

- Your name, profile information, shipping address and billing addresses, payment information, email address, phone numbers, and business name (where applicable).
- When you create an account, you are prompted to create a username and a password. LSA Solution maintains your username and password (in an encrypted format) inside our secure environment and only uses your information to welcome you back and to personalize your experience.
- The shipping and billing addresses you provided for convenience during future purchases.
- The products and other information in your cart, project, BOM, or contained in your order history.

When you contact us, any time LSA Solution contacts you, or whenever you take part in any promotions, competitions, surveys or questionnaires from LSA Solution, or whenever you post or speak with us through social media, we may collect the following information:

- Personal data you provide anytime you contact us (for example: your name and contact details, including phone and email);
- Details of the emails and other digital communications, including any links in them that you access, and whether you have opened the communications;
- Email headers, source IP Information, sending email server hostnames and ISP information;
- Your feedback and contributions to customer surveys and questionnaires.

You are free to choose which information you want to provide to us, or whether you want to provide us with information at all. However, some information, such as your name, address, and payment information, is necessary to process your transaction. By not providing this information, you will not be able to use our website, order products, or use some of our services.

### **Cookies and other tracking technology**

LSA Solution and our third-party partners automatically collect certain types of usage information when you use our services, read our emails, or otherwise engage with us. We typically collect this information

through a variety of tracking technologies, including cookies, web beacons, embedded scripts, location-identifying technologies, file information, and similar technology (collectively, “tracking technologies”).

LSA Solution collects information about your device and its software, such as your IP address, browser type, Internet service provider, platform type, device type, operating system, date and time stamp (a unique ID that allows us to identify your browser, mobile device, or your account). We also collect information about the way you use our website. When you access our website from a mobile device, we may collect unique identification numbers associated with your device or our mobile application.

We may collect analytical data or use third-party analytics tools to help us measure traffic and usage trends to understand the demographics of our users. We may employ technologies, including the application of statistical modeling tools, which permit us to recognize and contact you across multiple devices. For more information see our policy on: “Third-party tracking and online advertising”.

We may use the data collected while using our website to:

- Remember information so that you will not have to re-enter it during your visit or future visits to the site;
- Provide personalized content and information, including targeted content and advertising;
- Recognize you across multiple devices;
- Provide and monitor the effectiveness of our services;
- Monitor and aggregate metrics such as total number of visitors, traffic, usage, and demographic patterns;
- Diagnose or fix technology problems; and
- Plan for and enhance our services.

If you would prefer not to accept cookies, most browsers will allow you to:

- Change your browser settings to notify you when you receive a cookie, which lets you choose whether or not to accept it;
- Disable existing cookies; or
- Set your browser to automatically reject cookies.
- \*\*Please note that doing so may negatively impact your experience using the services, as some features and services on our website may not work properly. Depending on your mobile device and operating system, you may not be able to delete or block all cookies. You may also set your email options to prevent the automatic downloading of images that may contain technologies that would allow us to know whether or not you have accessed our email and performed certain functions with it.

## How We Use and Share Your Personal Data

**We may share your personal data in the instances described below:**

1. LSA Solution is the sole controller of your data. LSA Solution only shares your data with designated processors performing a service specific to your and LSA Solution’s joint interest. You can opt-out of LSA Solution communications at any time.
2. Third-party vendors and other service providers that perform services on our behalf, as needed to carry out their work for us, which may include identifying and serving targeted advertisements, providing mailing services, providing tax and accounting services, contest fulfillment, web hosting, or providing analytic services.
3. We may share personal data with law enforcement, regulators and other parties for legal reasons, such as in cases where required by law or subpoena. LSA Solution may reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our legal claims, protect the security or integrity of our services; and/or (c) to exercise or protect the rights, property, or personal safety of personnel, our visitors, or others.
4. Other parties in connection with the (actual or potential) sale, purchase, acquisition, merger, reorganization, bankruptcy, liquidation, dissolution, or similar transaction or proceeding on behalf of involving LSA Solution. In addition, supporting LSA Solution with addressing or resolving technical issues.

5. When required, we disclose sales data on businesses and organizations to our suppliers and manufacturers for product demand, product purchase trends, and payment of commission to the supplier/manufacturer's employees. This may include information disclosed to suppliers/manufacturers in support of product warranty, safety notifications and/or product support. Sales data is not provided on purchases identified as being from an individual consumer (non-business).

## Your Rights

### Personal Data privacy rights for EEA Residents (as defined by GDPR - General Data Protection Regulation 2016)

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#### Right of access

##### **Manual right of access request**

If you would like a copy of the personal data we hold about you, and you do not have an email address, please write to:

LSA Solution  
ul. Mickiewicza 37/58  
01-625 Warsaw  
POLAND

##### **Email a right of access request**

If you would like a copy of the personal data by email, please send email with title "**right of access request**"

LSA Solution will research your request and after verifying your identity, we will send you the following:

1. A list of the personal information we have on you.
2. A list of all of your transactions stored in our systems.

We want to make sure that the personal data we hold about you is accurate and up to date. If any of the details are incorrect, please [let us know](#) and we will update them as necessary.

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#### Right to erasure

You have the right to erasure and request the erasure of the personal data LSA Solution holds.

##### **Manual right to be erased**

If you would like to request to be erased and you do not have an email address, please write to:

LSA Solution  
ul. Mickiewicza 37/58  
01-625 Warsaw  
POLAND

##### **Email a right to erasure request**

To start a right to be erased request, please send email with title "**email a right to erasure request**"

LSA Solution will perform the following process.

1. LSA Solution will erase your account (your personal data).
2. LSA Solution will remove your data from our marketing database.
3. LSA Solution deletes information on transactional records only after statutory retention requirements have been met (a transactional record is the record of a purchase, invoice, refund, return, credit, or payment).
4. LSA Solution will keep a record of your "request to be erased" and a log of when your data was erased from our systems.
5. LSA Solution will provide you with a verification email that personal data has been erased from our systems.

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## Other Rights

- **A Right to rectification.** The right to obtain rectification of your personal information without undue delay where that personal information is inaccurate or incomplete;
- **A Right to restriction.** The right to obtain restriction of the processing undertaken by us on your personal information in certain circumstances, such as, where the accuracy of the personal information is contested by you, for a period of time enabling us to verify the accuracy of that personal information;
- **A Right to portability.** The right to portability allows you to move, copy or transfer personal information easily from one organization to another; and
- **A Right to object.** You have a right to object to any processing based on our legitimate interests where there are grounds relating to your particular situation. You can object to marketing activities for any reason.

In addition to EEA resident data security rights, you also have the right to lodge a complaint with your local data protection authority. Further information about how to contact your local data protection authority is available at [http://ec.europa.eu/justice/data-protection/bodies/authorities/index\\_en.htm](http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm).

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## Marketing and Market Research

LSA Solution will send you relevant news, offers, and surveys about our products and services in a number of ways including by email, but only if you have previously agreed to receive these marketing communications. Your email preferences can be managed through LSA Solution's customer service.

We also like to hear your views to help us to improve our services, so we may contact you for market research purposes. You always have the choice, whether or not, to take part in our market research.

We want you to understand your rights and choices regarding how we may use your personal information. Depending on how you choose to manage your information, these rights and choices may include the following:

- **How to control your communications preferences:** You can stop receiving promotional email communications from us by clicking on the “unsubscribe link” provided in our communications. We make every effort to promptly process all unsubscribe requests; and
- **Modifying or deleting your information:** If you have any questions about reviewing, modifying, or deleting your information, you can contact us directly at [Sales@LSA-Solution.eu](mailto:Sales@LSA-Solution.eu).

## Retention and Protection of your Data

We care about the security of your information and employ physical, administrative, and technological safeguards designed to preserve the integrity and security of information collected through transactions on our website, and customer service. We have in place secure servers, firewalls, and encryption to safeguard all our information.

We will store personal information for as long as necessary to fulfill the business purposes fully outlined in this policy, in accordance with our legal obligations and the performance of contracts. In general, transactional records are deleted after statutory retention requirements have been met (a transactional record is the record of a purchase, invoice, refund, return, credit or payment).

## Changes to this Policy

We may modify or update this policy from time to time to reflect the changes in our business and international compliance requirements. When any changes in the policy occur, we will update the 'last modified' date at the top of this page.