

VACPRO GROUP privacy policy

VACPRO GROUP (VACPRO ApS and Vacuum Process Solutions Ltd) understands the importance of protecting your personal data.

This privacy policy explains and clarifies which personal data we gather, how we store and use them. Furthermore, who we share these data with and your rights in relation to your personal data. Please read it from the beginning to the end to understand how we manage your personal data and protect them from unauthorized access/parties.

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Personal data we collect and use and how do we collect them

We primarily collect and use personal data you provide us when you contact us with an inquiry or place an order by phone and/or via emails. Personal data can be any information that can be used to identify directly or indirectly a specific individual. This information might be name, email address, telephone number, company registration number, company address, VAT, EAN-number and bank details of our B2B customers and business partners. You may be asked to provide your personal data when you are in contact with us. Nevertheless you're not required to provide VACPRO the personal data that we request. But if you choose not to do so, we may not be able to provide you with our products or services or respond to any queries you may have. We do not collect any "special categories of data" such as race, ethnicity, religion, health, sexuality or biometric data.

Why we collect and use personal data?

- To give a more personalized service;
- To improve our customer service;
- To process your payments;
- To improve our communication;
- To assess and handle any complaints;
- To develop and improve our products and services;
- To improve and optimize our website.

Who we share this data with?

We share your personal data internally and with selected and trusted third-parties. For instance, with third-party service providers and in case of business transfers or legal disclosure. Third-party service providers that perform functions on our behalf, such as hosting or operating VACPRO's website, processing payments, analyzing data, providing postal or delivery services or administrating our promotions. These personal data are explicitly used and shared with them, if these parties agree to keep the information confidential, safe and use it for the purposes that agreed upon. They must process personal data in accordance with VACPRO's privacy policy and as permitted by applicable data protection laws and regulations. By international data transfers will VACPRO only send persona data collected within the European Economic Area (EEA) to foreign countries in the following circumstances:

- To comply with legal duty;
- To follow your instructions;
- To work with our agents and advisers who are used to help run our business and services.

In case of transfer of personal data to outside of the EEA, VACPRO will ensure an adequate level of protection of the personal data. That means that we must have a contract with the foreign third-party, where they are obliged to provide the same protection of the personal data as if it was being used in the EEA. (e.g. Privacy Shield which sets privacy standards for data transfers between the European countries and the United States)

How do you secure your collected personal information?

VACPRO take serious efforts and their utmost to protect your personal data from misuse, unauthorised access, modification, disclosure or loss. We implement appropriate access controls to protect the IT environments we leverage, we encrypt emails, where confidentiality requires, pseudonymise and anonymise personal data wherever possible. Only our employees and certain business partners based upon our customers prior written consents might have access to your personal data on a need-to-know basis, which is strictly confidential when processed by third parties.

Do you have control over how and when do you delete the personal information?

Personal data will be kept as long as we need it for the purpose or latest for 5 years after it's being processed for purpose of administration and improved customer service. We keep this data in order to handle or respond to any complaints, queries or concerns relating to the purchase. We will review the personal data we hold from time-to-time and delete it securely, or in some cases anonymise it, when there is no longer a legal, business or consumer need for it to be retained.

Rights regarding your personal data we collect and use

Where we process your personal data, you have rights over how the data is processed and you can exercise these rights at any point.

- Right to be informed about how we use your personal data and your rights.
- Right to data portability. Your personal data can be moved, copied or transmitted electronically under certain circumstances.
- Right to access, correct or update your personal data at any time.

- Right to be forgotten. You have the right to ask from us to delete the personal data we hold about you under certain circumstances. We'll delete or destroy your personal data, if it is no longer needed for any purpose and VACPRO GROUP is not required by law to retain it.
- Right to object to certain types of processing.
- Right to restrict processing of your personal data.
- Right to withdraw consent to the processing of your personal data at any time by contacting us.
- Right to complain to the local data protection authority (Datatilsyn) about our collection and use of your personal information.

If you have any questions or concerns about this Privacy Policy or about your personal information we collect and use, or you would like to complain about a possible breach of a local privacy laws, please contact us at

VACPRO ApS

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Changes to our Privacy Policy

We may update this Privacy Policy from time to time, when it's necessary. If we do so, we'll post the updated policy and change the latest revised date at the top of this Policy.