

PRIVACY POLICY

NCS Colour assures that your privacy is protected when purchasing and using our products and services. Below you will find information about what kind of information about you NCS Colour administer, for what purpose, the legal basis for the process, how long the data is stored and your rights etc.

1 WHAT TYPES OF PERSONAL DATA DO WE TREAT?

We are processing personal data in order to fulfil our commitments to you as a customer and offer the best possible experience and service. We process the following information:

Registration for a purchase and usage of our products and services

The information you choose to provide in concurrence with a purchase and/or usage of any of our products and services, including content, communication and other information. This applies when you register an account, contact the NCS Customer Service or create/share content. When registering at our web shop or through one of our digital products/services, the following information is collected; e-mail address, name, contact information and profession.

When communicating with our Customer Service and User support

If you choose to communicate with us via e.g. e-mail, NCS Colour may keep the content of your email message along with your email address and the content. We provide the same protection for this type of electronic communication that we use when managing information received by e-mail and phone.

When visiting our website

Like other commercial websites, we collect user information through so-called "cookies". These logs can contain the date and time of the visit, the pages shown during the visit, the time spent on a page, etc. This information is anonymous and can not be correlated to you as an individual.

Our website and NCS Products and Services may contain links to other sites that we do not manage or control. We provide these links in order to make it easier for our website visitors to find more information about specific topics, but we are not responsible for the privacy policy or content on these websites.

Use of our products and services

Information about how our products and services are used is collected as aggregated statistics. This information does not contain personally identifiable data, except for what is stated in this privacy statement.

2 HOW DO WE USE YOUR PERSONAL INFORMATION?

Personal information is used by NCS Colour to fulfil the business commitments we have towards our customers in order to deliver our products and services, to improve our customer service and to develop NCS Products and Services. We may use your personal information in the following areas:

Customer Service

We process your information in order to improve the customer experience and improve our service and support. The communication with Customer Service may therefore be analysed when you contact us.

Information and marketing of NCS Products and Services

The contact information provided when registering for a purchase and/or to use of any of our products and services may be used to market NCS Products and Services as well as to notify about other valuable information regarding NCS Colour Products and Services. This use of personal data is always handled with the integrity of our customers and users in mind.

Improve customer- and user experience

We use the provided customer information to improve your buying-, customer- and user experience and make it even more user-friendly and customized. This includes e.g. communication about your order, information about products and offers as well as recommend products and services that might be of interest.

Development of products and services

The aggregated statistics generated from the use of our products/services and from the website visits is used to develop new attractive products, services and offerings. Specific demands, requests, customer feedback etc. can also be used for this purpose.

3 WHO HAS ACCESS TO YOUR PERSONAL INFORMATION?

We never forward, sell or exchange your personal information to third parties other than those stated in this policy.

Suppliers and suppliers of our products and services

We provide information and content to suppliers and service providers that support our business. NCS Colour can choose to share personal data with partners and resellers of NCS Products and Services with the aim to improve our offer and service. This may for example include information about how our products are used, customer service, payment solutions offered, logistics or sharing relevant product information.

NCS Network

NCS Colour may share the aggregated statistics generated from the use of NCS Products and Services as well as relevant data generated from our website, for the purpose of analysing the usage of NCS Colour Products and Services and the NCS System globally. This information will not contain any personal identifying data except as otherwise stated in this Privacy Policy.

Legal requests

We share your information with legislators, law enforcement agencies or others parties who answers on legal requests if we in good faith believe that the law requires us to do so.

We may also share personal data when, in good faith, we perceive it is necessary to: identify, prevent and take action against fraud, unauthorized use of the products, violations of our terms or policies, or other damaging or illegal activities; to protect NCS Colour (including our rights, our property or our products/services), you or others.

4 HOW LONG DO WE STORE YOUR PERSONAL INFORMATION?

We store your information until it is no longer necessary in order to provide our products and services or until your customer account is deleted, whichever occurs first. This is assessed from case to case depending on the nature of the data, why it was collected and processed, as well as relevant legal or operational data storage needs. For example, we save the supporting documentation and data in accordance with the Accounting Act.

5 HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

In order to make purchases with a credit or debit card as secure as possible all information is transferred to a secure connection so that your personal information will not be able to be visible by third parties. For purchases with a credit or debit card we work with an authorized payment agent that supports us by directly contacting your bank and checking the balance on the connected account to secure that the card is valid to make a purchase. Our payment agent processes your card details in accordance with the International Safety Standard PCI DSS.

6 WHAT ARE MY RIGHTS?

In accordance with the General Data Protection Regulation (GDPR) you have the right to access, correct, export and delete your data.

We can not delete your data if there exists a statutory storage requirement, such as accounting regulations, or when there are other legitimate reasons why the data must be saved, such as unpaid debts.

You can object to the use of your personal information at any time by sending your request to info@ncscolour.com.

7 CHANGES TO THE PRIVACY POLICY

NCS Colour may make changes to this policy. We will notify you of any changes at www.ncscolour.com.