



Privacy Statement

Ascenta International GmbH – Ltd.

Ascenta considers privacy as very important. We confirm that you have decided to share your personal information with us, and you expect us to handle it carefully and trustfully. In this privacy statement we explain how we deal with your personal data.

Processing personal data

Ascenta can process personal data about you, because you are making use of the services of Ascenta and/or because you provided the data yourself when filling out a (contact-) form on the Ascenta website.

We process your personal data for the following purposes:

•Communication upon inquiries, orders, deliveries

For your request, technical issues, order-handling etc., we need your (company) name, email address, address(es). This information is required to process your inquiry/order, to keep you informed and to execute actions.

•Your account

Using an account on our website requires you to provide information, including your (company) name, address(es), phone number, email address, delivery and payment details and interests. We store these data in our systems. In addition, we store data from your previous orders so you can easily find them back. We process these data to enable and improve your ordering process.

•Our customer service

To allow our customer service to promptly answer your questions, we use your personal data and make notes of the conversation. These notes of your contact with us are stored to help us answer your question, prepare analyses and improve our services.



•Reclamations

We take our quality very serious. In case of any reclamation we use your order information and the personal data you provided.

•Credit check

When you become one of our customers and pay on account, we, or a third party on our behalf, may check your creditworthiness. We may also store and process your personal data whenever necessary to prevent abuse or illegal activity. We are obliged to provide this information under, for example, governmental or judicial regulations or when necessary for a legal (criminal) procedure.

We handle the confidentiality of personal data and the disclosure thereof to third parties as follows:

We appreciate the trust you have in us and will handle your data with the utmost care. Therefore, we will take appropriate security measures to limit abuse and unauthorized access to our data. This way we ensure that only the required persons have access to the data, that data access is secured and that our security measures are checked regularly. In addition, we will, of course, not store data any longer than necessary to achieve the purposes stated in this privacy statement.

Furthermore, we will not sell your personal data to third parties. We will only provide your data to third parties with your permission, or when this is necessary to:

- process your order
- answer your questions
- offer guarantees
- improve our website and/or services
- enforce compliance with our terms and conditions;
- collect invoices.



We will also share your personal data with third parties when this is allowed or required under the law. We reserve the right to share your personal data with our subsidiaries.

Viewing, amending or deleting personal data

You are entitled to view, change or delete your personal data that Ascenta stores. You may send a request to view, correct or delete data info@ascenta.de. Ascenta will respond to your request as soon as possible, but no later than a period of four weeks.

Security

Ascenta takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, undesired publication and unauthorized changes. The Ascenta Website and systems uses a reliable SSL Certificate to ensure that your personal data does not get into the wrong hands.

If you feel that your data is not satisfactorily protected or that there are signs of misuse, or if you want more information about the security of the personal data collected by Ascenta, please contact us via info@ascenta.de

How can Ascenta GmbH and Ascenta Ltd be contacted?

If you have any further questions after reading our privacy statement, please contact us using the contact details below.

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