

# Privacy and cookie policy

Last modified on 27 August 2019

Scape Technologies (hereinafter referred to as Scape) respects your privacy. Whether you are buying one of Scape' quality SCAPE Bin-Picking solutions, or just browsing the Scape website, Scape wants to make you comfortable with our privacy policy and the security measures that we take to protect your personal data. The purpose of this privacy policy is to explain how we process information about you, and how such information will be used and disclosed.

If you provide Scape with personal data or we collect personal data about you from other sources, Scape will process the information in accordance with the General Data Protection Regulation (GDPR) and this policy.

## **1. General principles for processing of personal data**

In order to ensure that your personal data is processed correctly and with a suitable level of data protection, Scape has adopted the following processing principles:

- Personal data is processed lawfully, fairly and in a transparent manner;
- Personal data is collected only for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Personal data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Personal Data shall be accurate and, where necessary kept up to date and inaccurate or incomplete personal data will be rectified or erased or further processing suspended.
- Personal data shall not be kept in a form which permits identification of the Data Subjects for longer time than necessary for the purposes for which the data was collected or for which it is further processed.
- Personal data shall be processed in a manner that ensures appropriate security of the personal data.

Scape will always inform you of the collection and processing of your personal data unless we have a legitimate reason not to do so.

## **2. Types of personal data**

Although most areas of the website can be accessed without submitting any information that personally identifies you, some areas require certain personal data from you in order for us to provide our Services. This Personal Data may include your name, email address, mailing address, IP address and geographic location, cf. below.

We will collect and process your personal data in a number of ways when you engage with us via the various existing channels.

Some of the personal data is necessary to process in order for us to provide you with the services you have requested and some personal data you can choose to provide voluntarily. We will always let you know which personal data is necessary (e.g. via the use of an asterisk (\*)) and the consequences of not providing such data to us, for instance that we will not be able to (fully) satisfy your request.

The personal data that we collect, and process can generally be divided into the following categories:

- Contact information such as name, address, email address, title, place of work, etc.
- Information that you provide when contacting us via online contact forms, emails or phone
- Profile information in case you create a profile or account with us, including username and password
- User information such as technical data regarding usage and viewing, including IP addresses when you visit our websites or applications, including on third party sites
- Transaction information, including credit card information when you purchase goods or services from us
- Information from smart metering, metering the consumption of heating, cooling, water and other utilities

As a general rule we will not process any special categories of personal data (special personal data) about you unless you have provided your explicit consent thereto or we are required to do in order to comply with applicable regulation.

### **3. Our purposes for processing your personal data**

We only process your personal in order to pursue a legitimate purpose and generally we will only process your personal data if:

- You have provided your consent to such processing; or
- The processing is necessary for the performance of a contract; or
- The processing is necessary for compliance with a legal obligation that we are subject to; or
- The processing is necessary for the purposes of the legitimate interests pursued by us or by a third party and such processing is not considered to be harmful towards you.

We process your personal data for the following purposes:

- To provide you with products, services and information that you request from us; or
- To send you newsletters or other marketing material, including surveys; or
- To administer our business relations and negotiate and execute agreements; or
- To provide general customer service and support; or
- To gain customer insights and knowledge of how our various services, including websites and applications, and products are used as well as evaluation and improvement hereof; or
- To communicate with you regarding various matters; or
- comply with any applicable law.

### **4. Cookies**

To make this site work properly, we sometimes place small data files called cookies on your device.

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, and font size and other display preferences) over a period of time, so you don't have to keep reentering them whenever you come back to the site or browse from one page to another.

How Do We Use Cookies?

On our Website, we use cookies to:

- Remember your display preferences, such as contrast color settings or font size
- Remember if you have already replied to a survey pop-up that asks you if the content was helpful or not (so you won't be asked again)
- Remember if you have agreed (or not) to our use of cookies on the website
- Help the performance of the Website
- Anonymously provide us with analytics with respect to the overall usage and traffic on the Website
- Track your first visit to the Website and the number of times you've visited the Website
- Track how you reached the website
- Track the number of pages on the website that you visited
- Personalize the content you see on the website

Enabling these cookies is not strictly necessary in order for the Website to work but it will provide you with a better browsing experience. You can delete or block these cookies as allowed by your browser, but if you do, some features of this site may not work as intended.

The purposes of processing of data collected by the use of cookies, are the following:

- to operate, improve and optimize the performance and user experience of the website and its services,
- perform customer and user analysis and segmentation in order to improve our understanding of our users, and provide better and tailored services to users, including you,
- statistical purposes.

#### How to Control Cookies

You can control and/or delete cookies as allowed by your browser - for details, see <http://www.aboutcookies.org/>. You can delete cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a website and some services and functionalities may not work.

## **5. Use of your personal data throughout the Scape**

Scape is an international organisation with entities across the world. In order to pursue the purposes listed above in section 3, we may share your personal data with other Scape entities either to carry out a task as instructed or to pursue a legitimate purpose of its own.

You will be able to get an overall view of the countries with a Scape presence [here](#):

## **6. Disclosure, transfer and making available personal data to recipients**

Our disclosure and transfer of your personal data to recipients (natural or legal persons, public authorities, agencies or another body, to which the personal data is disclosed) is kept to a minimum and is subject to the existence of an adequate level of data protection.

We may disclose or make personal data available to recipients under the following circumstances:

- Recipients who carry out services on our behalf, such as e.g. hosting, cloud computing, IT-support, marketing services, administrative services, training services or other data processing. Such recipients are only allowed to process the personal data in accordance with our instructions and the relationship will be governed by a written data processor agreement; or
- To establish, exercise or defend our legal rights; or
- If you have provided your prior consent to the disclosure of personal data to a recipient or
- In the event of any merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of Scape' assets or stock (including without limitation in connection with any bankruptcy or similar proceedings) or
- As set out in our cookie-policy, cf. section 4 above.

If the recipient of the personal data is located in a country outside the EU/EEA not ensuring an adequate level of data protection, we will only transfer your personal data to such recipient following execution of a written transfer agreement based on the EU Commissions Standard Contractual Clauses.

## **7. Automated individual decisions**

We may use automated decision making based on your personal data. Automated decision making will only take place if the decision is:

- necessary for entering into, or performance of a contract between you and Scape;
- authorized by Union or Member State law to which Scape is subject and which also lays down suitable measures to safeguard your rights and freedoms and legitimate interests; or
- based on your consent.

In case we use automated decision making, we will ensure that suitable security measures are implemented.

Special personal data will in no event be subject to automated decision making unless you have provided your explicit consent or the processing is necessary for reasons of substantial public interest, based on applicable law.

## **8. Your consent**

As stated above some of our processing activities will be based on your consent. In such case, you will have the right to withdraw your consent at any time.

If you withdraw your consent, we will cease to process your personal data, unless and to the extent the continued processing or storage is permitted or required according to the applicable personal data legislation or other applicable laws and regulations.

Please note that the withdrawal of your consent will not affect the lawfulness of processing conducted prior to the withdrawal. Further, because of your withdrawal of your consent, we may not be able to satisfy your requests or provide you with our services.

## **9. Data Security**

In order to safeguard your personal data, Scape ensures a level of security appropriate to the risks represented by the processing and the nature of the personal data to be protected, having regard to the state of art and the costs of their implementation.

Following the evaluation of the risk, Scape protects personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing involves the transmission of personal data over a network, and against all other unlawful forms of processing.

## **10. Your rights**

You have the right to access the data processed about you, subject to certain statutory exceptions. Furthermore, you can object to the collection and further processing of your personal data. In addition, you have the right to correct your personal data, if necessary. You may also choose to request us to restrict the processing.

We will delete or correct any information, which is inaccurate or out of date by reason of the time elapsed since it was collected or by reason of any other information in our possession.

If you provide us with a written request, we will also delete your personal data without undue delay, unless we have a legal basis to continue the processing, e.g. if the processing is necessary to establish, exercise or defeat a legal claim or necessary to the performance of a contract with you.

In order to make use of any of the rights mentioned above, please contact us via the points of contacts listed in section 16.

Regarding such requests, kindly provide us with relevant information to take care of your request, including your full name and email address so that we can identify you. We will respond to your request as soon as possible and within one month.

## **13. Complaints**

If you have any complaints about the processing of personal data carried out by Scape, please feel free to contact us at any time.

You may also submit a complaint directly to Scape Technologies A/S:

Scape Technologies A/S  
Kochsgade 31C, 3rd  
5000 Odense C

DENMARK

Email: [info@scapetechnologies.com](mailto:info@scapetechnologies.com)

We will review and assess your complaint and if necessary, we may contact you in order to obtain further information.

We strive at processing any complaint or objection within one month. If it is not possible to make a decision within one month, we will inform you grounds for the delay and of the time (not exceeding 6 months from receipt) at which the decision can be expected to be provided.

You can also complain to the Danish Data Protection Agency. Read more at [www.datatilsynet.dk](http://www.datatilsynet.dk).

#### **14. Links to other websites, etc.**

Our website may contain links to other websites or to integrated sites. We are not responsible for the contents of the websites of other companies (third-party websites) or for the practices of such companies regarding the collection of personal data. When you visit third-party websites, you should read the owners' policies on the protection of personal data and other relevant policies.

#### **15. Changes to this Policy**

We reserve the right to amend this Policy in the future for instance due to changes in applicable legislation. You can see when the Policy was last updated in the top of the Policy.

#### **16. Contact information**

If you have a request or a question regarding you processing of personal data or this privacy policy in general, please contact us:

Scape Technologies A/S  
Kochsgade 31C, 3rd  
5000 Odense C  
DENMARK

Email: [info@scapetechnologies.com](mailto:info@scapetechnologies.com)