



Privacy Policy

Your privacy is very important to CEWOOD Ltd. We respect and protect your privacy. This CEWOOD Privacy Policy complies with the EU General Data Protection Regulation 2016/679 ('GDPR').

In the following, you can read about how we handle your personal data.

This CEWOOD Ltd. Privacy Policy ('CEWOOD Privacy Policy') describes the treatment of data provided on or collected at our digital platforms, which gives a visitor the possibility to access our online presence and use our services.

CEWOOD Ltd. is responsible for collecting, storing and processing your personal data. CEWOOD Ltd. registered in Latvia under registration number LV45403042702 with its registered office is at Galdusalas-1, Jaunlaicene, Alūksne, LV-4336, Latvia.

1. Lawful basis for our data processing

When we process personal data in relation to a potential contract or order with you, the lawful basis for the processing is that it is necessary for the performance of our contract or order with you or to take steps at your request prior to entering into a contract or order. If the lawful basis for processing is consent, you have the right to withdraw your consent as mentioned hereafter at any time, but this does not affect the legitimacy of the processing by CEWOOD Ltd prior to your withdrawal of consent. If we share personal data with law enforcement agencies or other governmental bodies, we share your personal data, because we have a legal obligation to do so.

2. Personal data collecting purpose

The main purposes for collecting the personal data:

2.1 As part of general CEWOOD business operations

We collect personal data about individuals, customers, suppliers (including third party service providers) and other stakeholders. The data may include an individual's name, contact details and other information necessary for conducting business with you or your organization.



2.2 To assist with price, project or product offers

You may choose to provide us with personal data including your name, e-mail address or other contact details when you contact us by telephone, e-mail, post or by using our digital platforms. This personal data enables us to respond to requests for information on such matters as CEWOOD products, to arrange a measure, price and quote for installation of CEWOOD products, or to arrange for a products' to be serviced, or to present claims under the CEWOOD guarantee. The information may be disclosed to relevant independent installers, suppliers, dealers, logistic providers in order for us to assist customers with their inquiry or arrange for services, project support or a offer.

2.3 Customers and potential customers

We may collect personal data of customers and potential customers, including name, contact details, payment details, credit information and other information necessary for us to conduct business with the person or organization. We may disclose the information to dealers, supplier or independent installers and logistic partners to process a customer's order, including arranging delivery of CEWOOD products to the customer or assisting with enquiries.

2.4 Business development

The personal data you provide to us and personal data collected at our digital platforms will be used to enhance our consumer insight and drive relevant communication and offers across all touch points you may have with CEWOOD. Personal data will also be used for product and market development.

2.5 Marketing communications

We may use personal data with your consent, if such is required by legislation, to inform you of CEWOOD business operations, products and services. If you do not wish to receive any further information you can easily and free of charge unsubscribe from our marketing communication anytime. You can find an unsubscribe link at the bottom of e-mails, or you can contact us by e-mail or post to unsubscribe. When you unsubscribe from receiving marketing communication, we will delete your personal data within 60 months, unless we process your personal data for other purposes as mentioned in this section 2.1-2.9.

2.6 Surveys

We may collect personal data from digital platforms visitors or customers as part of surveys regarding our services and products. We will provide your personal data to third parties in order for third parties to perform surveys. Your personal data will not be used for marketing communications without your consent.

2.7 Prospective employees

When a person applies for a job or enters into a contract with us, we may collect certain information such as name, contact details, information about working history, educational diplomas, relevant record checks and information about professional interests. This may be collected from the person directly, from a recruitment consultant and from the person's previous employers and others, including references and publicly available sources. This information is used to inform or assist us in the decision as to whether to make the person an offer of employment or engage the person under a contract.

2.8 To comply with the law

We may collect personal data as required or permitted by the law.

Personal as well as non-personal data collected by us is considered confidential and will never be sold or leased to third parties, besides the exceptions mentioned in section 2 and 4.

3. How we collect your personal data

We collect personal data, you provide us, when you request products, services or information from us, register with us, participate in public forums or other activities on our digital platforms, respond to customer surveys, or otherwise interact with us.

We collect information through various technologies such as cookies.

3.1 Links to other websites

This website contains links to other websites (such as Facebook, Instagram, LinkedIn, YouTube, Pinterest) to which this CEWOOD Privacy Notification does not apply. Please note that we do not endorse other websites and their content. We encourage you to read the privacy notifications of each website you visit.

4. Sharing your data with other companies

We will not share your personal data except for a few situations, including:

- When third parties perform services on our behalf, for instance delivery and customer service. These companies are prohibited from using your personal data for purposes other than those requested by us or required by law.
- When we share personal data with third parties to ensure the safety and security of our customers, to protect our rights and property to comply with legal processes or in other cases if we believe in good faith that disclosure is required by law.
- When you allow us to share your personal data with third parties, such as:



- Directing us to share your personal data with third party sites or platforms, such as social networking sites.

If we cooperate with external service providers (data processors), we enter into data processor agreement regarding the service providers processing of your personal data.

5. Your controls and choices

We provide you with the ability to exercise certain controls and choices regarding our collection, use and sharing of your personal data. In accordance with local law, your controls and choices may include:

- You may change your choices in terms of subscriptions, newsletters and alerts
- You may choose whether to receive marketing communications from us about products and services that we think may be of interest to you
- You may choose whether to receive targeted advertising from ad networks, data exchanges, marketing analytics and other service providers
- You may request access to the personal data which we store on you, to correct inaccurate or incomplete data and in certain circumstances you can ask for the data we store on you to be transferred to another controller, restricted or erased from our records (the rights as a person). You may also object against our processing of your personal data.
- You may exercise your controls and choices, or request access to your personal data, by contacting Customers Services or following instructions provided in communications sent to you. Please be aware that if you do not allow us to collect personal data from you, we may not be able to deliver certain products and services to you, and some of our services may not be able to take account of your interests and preferences. If you have any questions regarding the specific personal data about you that we process or retain, please contact info@cewood.com

We will respond to your request to exercise any of your rights within one month, but we have the right to extend this period with two months. If we extend the response period, we inform you within one month from your request.

6. Data security, integrity and retention

The security, integrity and confidentiality of your personal data are extremely important to us. We have implemented technical, administrative and physical security measures that are designed to protect your personal data from unauthorized access, disclosure, use and modification. From time to time, we review our security procedures to consider appropriate recent technology and methods. Please be aware that, despite our best efforts, no security measures are perfect or impenetrable.



We will retain your personal data for the length of time needed to fulfil the purposes outlined in this CEWOOD Privacy Policy unless a longer retention period is required or permitted by law. We will routinely refresh the information to ensure we keep it up-to-date.

7. Data transfers, storage and global processing

Our company CEWOOD operates globally and we may transfer your personal data to third parties in locations around the world for the purposes described in this CEWOOD Privacy Policy. Wherever your personal data is transferred, stored or processed by us, we will take reasonable steps to safeguard the privacy of your personal data.

Your personal data are stored on servers located in the European Union.

8. Changes to this CEWOOD Privacy Policy

From time to time, we may change this CEWOOD Privacy Policy to accommodate latest technologies, industry practices, regulatory requirements or for other purposes. At all times, we will post the most recent version on our digital platforms. We therefore advise you to read the Privacy Policy regularly. Where required by applicable law, we will obtain your consent.

9. Comments and questions

If you have a comment or question about this CEWOOD Privacy Policy, please contact info@cewood.com

You may file a complaint about the way we process your personal data. You can contact us by using the contact details stated at the end of this Privacy Policy. If a complaint is made, the name and contact details of the complainant must be provided to CEWOOD Ltd. We will investigate the complaint and respond within one month. If you consider that we have failed to resolve the complaint satisfactorily, you may file a complaint to the Data protection inspection - Datu valsts inspekcija (Address: 11/13 Blaumaņa Str., Riga, LV-1011, phone nr. 67 223 131, e-mail: info@dvi.gov.lv)

This Privacy Notification was last updated on October 2019.