



## Privacy Notice

### Introduction

LGCE understands that you are aware of and care about your own privacy, and we take that seriously. This Privacy Notice is intended to provide you with information about what personal data LGCE collects about you and how it is used.

If you have any queries about the process or how we handle your information, please contact our Data Protection Officer (DPO).

DPO's contact information is as follows:

Address : Energieweg 19, 3281 NH Numansdorp, Netherlands

E-mail : [privacy@lgce.net](mailto:privacy@lgce.net)

Phone number : +31 186 659519

### Purpose of Personal Data Processing

The legal basis for the processing of your personal data is your consent, legal obligation, performance of a contract and/or any other applicable legal basis, such as our legitimate interest in engaging in commerce, offering products and services including websites.

LGCE may process your personal data for the following purposes:

- **Business Contact** – When you or your company is in business relationship with us, we may process your personal data to communicate with you in accordance with the service or contract such as billing, invoicing, account management, project management and other administrative matters.
- **Responding to your requests** - When you contact us with any problem, comments or questions, we will collect and use your personal data to respond to your requests.
- **Communicating with you for marketing purposes** – Upon your requests or expression of interests, we will send you an email to keep you updated on our products, services, promotions, news and events.
- **Training and certification** – When you sign up for certification, we will provide you with training courses and issue certificates to the trainees.
- **Preventing and investigating security issues and abuse** – We collect and process your log information to keep the website secure and to prevent abuse and fraud.
- **Authorizing, granting, administering, monitoring and terminating access to or use of company systems, facilities, records, property and infrastructure**

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- **Problem resolution, internal investigations, auditing, compliance, risk management and security purposes**

### Categories of Personal Data

We do not collect more information than we need to fulfill our stated purposes and will not retain it for longer than is necessary.

LGCE may collect and use the following information:

- **Contact information** – We may collect contact information such as name, company name, e-mail address and phone number to communicate with you in accordance with contract or any service you have requested.
- **Requests** – We may collect your contact information and details of your comments, requests and questions to respond.
- **Activity records** – When you participate in activity such as training, certification and events, we may collect your contact information and the information of program, training, certificate or activities in which you participated.

The information we ask for is necessary for the stated purposes. It might affect the stated purposes if you don't provide the personal data we ask for.

### Collection of Personal Data

We collect your personal data directly from you but in certain circumstances we may also collect personal data from third parties such as your employer or agents/partners when it is relevant to the stated purposes.

### Provision of Personal Data

We may share and disclose your information to third party such as logistics companies in accordance with contracts or any service you have requested, and in compliance with applicable law and legal process.

We may share data about customers, attendees, visitors, partners or contractors with third party service providers who provide products/services on our behalf. These service providers may, for example, provide IT services or technical service support on our behalf. We have contracts in place with those service providers. This means that they cannot do anything with your personal data unless we have

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instructed them to do it. They will not share your personal data with any organization apart from us. They will hold it securely and retain it for the period we instruct.

We may also share or disclose your data when required by law or to respond to legal process; to protect the rights, property or safety of individual; to protect our rights, property or safety; to maintain security.

### **Retention of Personal Data**

We will retain your information only for as long as is necessary for the stated purposes. We will retain and use your information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your information to comply with applicable tax/revenue laws), resolve disputes, and enforce our agreements.

### **Data Subject Rights**

The European Union's General Data Protection Regulation and other countries' privacy laws provide certain rights for data subjects ("You").

If you wish a confirmation that we are processing your personal data, or to have access to the personal data we may have about you, please contact us at [privacy@lgce.net](mailto:privacy@lgce.net).

You may also request information about: the purpose of the processing; the categories of personal data concerned; who else might have received the data from us; what the source of the information was (if you didn't provide it directly to us); and how long it will be stored. You have a right to correct (rectify) the record of your personal data maintained by us if it is inaccurate. You may request that we erase that data or cease processing it, subject to certain exceptions. You may obtain a copy of your personal data being processed in automated means, subject to certain exceptions.

When we process your personal data upon your consent, you can withdraw your consent at any time at [privacy@lgce.net](mailto:privacy@lgce.net).

Reasonable access to your personal data will be provided at no cost to data subjects upon request made to us at [privacy@lgce.net](mailto:privacy@lgce.net). If access cannot be provided within a reasonable time frame, we will provide you with a date when the information will be provided. If for some reason access is denied, we will provide an explanation as to why access has been denied.

### **Complaints or Queries**

We take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

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We ask you to submit any such complaints directly to us via [privacy@lgce.net](mailto:privacy@lgce.net) first. If you aren't satisfied with our response or have concerns about how we process your personal data, you have a right to lodge a complaint with the appropriate data protection authority in your country.

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