

## 1. Purpose

This policy outlines what customer data **[XYZ]** collects when customers visit the company website. **[XYZ]** acts as a controller when collecting the data, thus **[XYZ]** should provide information regarding how and why the data is used and the rights that **[XYZ]** has over those data.

## 2. Using **[XYZ]** Website

When browsing the **[XYZ]** website, customers will be faced with a number of cookies that allow **[XYZ]** to manage its website more efficiently. Therefore, some of the cookies are essential to **[XYZ]** website, so no consent is required from the customers to put these cookies on their computer. On the other hand, for the cookies that are not strictly essential, **[XYZ]** asks for a customer's consent and does not place them on the computer without the customer's consent.

Cookie name	Purpose	Additional information
X	...	...

## 3. Submitting a Question through **[XYZ]** Website

When submitting a question through **[XYZ]** website, some of the customer's personal information like, name, phone number, and email will be required.

Such information is used in order to respond to the customer questions, and provide information related to the products and services as required from the relevant person. The procedure of emailing may go on for several times, just to make sure that the query of the customer is followed as needed.

The provided information will not be used to make any decision that might affect **[XYZ]** customer.

## 4. Purchasing a Product through **[XYZ]** Website

When purchasing products through the **[XYZ]** website, the name, address, phone number, email, and credit card information of the customer will be required. The information is used to verify the credit card details, process the order, and proceed with

the delivery of the product to the customer. A receipt will also be sent via email, and in certain cases the phone number may be used to contact the customer about the purchase.

The provided information is stored on the website and cloud server, both based in the European Union.

The provided information will not be used to make any decision that might affect **[XYZ]** customer.

## 5. Receiving Newsletters

When signing to receive newsletters, the name and email of the customer will be required. Therefore, consent will be required in order to use the name and email for sending a certain newsletter. In case the customer does not want to receive newsletters, the consent may be withdrawn at any time.

Customer's information will be shared with a third party. Thus, the personal data will be protected as per the requirements of the European Union.

The provided information will not be used to make any decision that might affect **[XYZ]** customer.

## 6. Downloading a Sample Document

When requesting to download any document from the website such as white paper, article, or other, the person's name and email address will be required. In this case, providing the name of the company is optional.

Such information will be used to send the requested documents to the customer. After downloading the requested document, another email may be sent to the customer to ensure that the request has been completed.

The provided information will not be used to make any decision that might affect **[XYZ]** customer.

## 7. Submitting a Review about **[XYZ]** Website

When submitting a review for **[XYZ] website**, the name and email address will be recorded. Such information will be used to provide information to the potential customers for the products and services that we offer. The personal information will be shared with a third party system review located in the European Economic Area.

The provided information will not be used to make any decision that might affect **[XYZ]** customer.

## **8. Rights of the Data Subject**

Data subject has the right to always ask what information **[XYZ]** holds, and correct any information if it is inaccurate. In case consent for processing the data subject's personal data has been required, it is possible to withdraw such consent at any time.

In case data subject's personal data is being processed for a contract or consent, the data subject is allowed to require a copy of the information.

The data subject has the right to ask **[XYZ]** to stop using any of the personal data for a period of time if believed that **[XYZ]** is not using the information properly.

## **9. Customer Complaints**

**[XYZ]** should be directly contacted in order to address any concern or complaint that a customer might have.

## **10. Website Privacy Policy Updates**

**[XYZ]** reviews and regularly updates the website privacy policy. In case there is any change to the policy, **[XYZ]** will update the version number and the effective date of the changes.