



Privacy Policy

Protecting our visitors' and customers' privacy is very important to us. In this policy root S.A. (further referred to as 'the provider') describes how information is collected, stored and used.

Collected Information

The following personal information may be collected, stored and used:

- information submitted by the customer during the ordering process, such as name, e-mail address, postal address, phone number, company name and VAT number.
- information provided to the provider during a registration or subscription process, for example when subscribing a newsletter such as the name and email address.
- information about the visitor's computer and his visit to the provider's websites, like IP address, browser type and version, access date and time and the URL referring to the provider's websites. IP addresses are anonymized after they are no longer needed for technical and security reasons. Anonymized data may be used for statistical reasons.

Usage of Information

Any information collected by the provider may be used in one of the following ways:

- to process the customer's order and enable the customer to use the service
- to improve the browsing experience on the provider's websites.
- to improve the provider's customer service.
- to send information to the customer which is related to his service subscription.
- to send periodic information to the customer about the provider and its products.
- to identify technical problems.
- to deal with complaints made by or against the customer.

All financial transactions are handled by the provider's payment service providers. The customer can review their privacy policies on their websites before submitting a payment.

Protection of Information

The provider implements reasonable technical and organizational precautions to maintain the safety of the customer's and visitor's personal information.

The customer assumes responsibility to keep his account information confidential.

Usage of Cookies

Cookies store information transmitted between the web server and the browser in order for the web server to be able to identify and track the web browser.

The provider's websites may use session and persistent cookies. Session cookies are deleted when the web browser is closed or the session has expired. Session cookies are used for example when the customer logs into a control panel or when the customer places an order. Persistent cookies however, allow to recognize returning visitors and last longer than the actual browsing session. The visitor/customer can choose himself if he wants to allow persistent cookies or not on the provider's websites whenever persistent cookies are used. He may also disable cookies completely in his web browser or object to the usage of non-essential cookies by refusing his consent. However, this may have a negative effect on the usability of the websites.

Information Disclosure

The provider does not sell, trade or otherwise transfer to outside parties the customer's personally identifiable information. This does not include trusted third parties who assist the provider in operating its website, conducting its business, or servicing the customer as long as this transfer is covered by the provisions defined in the GDPR. The provider may also release the customer's personal information when it is necessary to comply with the law, enforce the provider's site policies or protect its or others rights, property or safety.



Visitor's Consent

By using the provider's websites, the visitor agrees with the provider's privacy policy.

Customer Rights

The customer may ask the provider to disclose to him any personal information the provider holds about the customer. The provider may ask the customer to prove his identity. The provider may reject unfounded or excessive requests and may, in this case, require the payment of reasonable fees in this case.

The customer must provide valid, actual and complete data for each contract conclusion, as well as during the entire contract duration. In case of any changes it is the customer's right and responsibility to update the data without undue delay by informing the provider.

A customer has the right to ask for the erasure of his personal data, this demand will be executed to the extent allowed by law. The customer may object to the processing of his personal data, however, this may result in the termination of the contract, should a contract execution no longer be possible.

The customer has the right to receive personal data processed by the provider in a machine-readable format.

Third Party Websites

The provider's websites contain links to other websites. These websites have their own privacy policies.

Policy Amendment

The provider may update its privacy policy by posting a new version to its website.

Contacting the Provider

If there are any questions regarding this privacy policy you may contact the provider:

root S.A.
3, op der Poukewiss
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info@root.lu

The DPO of root S.A. is:

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