

Relook Privacy Policy

This privacy policy will explain how our organization uses the personal data we collect from you when you use our services and/or our website.

What data do we collect?

Our Company collects the following data:

Services

- Company information:
 - Name
 - email address
 - phone number
 - company address
 - delivery address
 - billing address
 - contact name and surname
 - contact phone number
 - contact email address
- digital signage user
 - email address
- helpdesk user
 - name and surname
 - email address
 - phone number

Website contact page

- name and surname
- email address
- phone number
- company name

The data recorded on the digital signage software is and remains the sole responsibility of the customer.

How do we collect your data?

You directly provide Relook with most of the data we collect.

We collect data and process data when you:

- You enter a commercial relationship for the provision of a digital signage service
- You fill in the contact page of our website

How will we use your data?

Relook collects your data so that we can:

- Process your order and manage your account
- Provide you with the subscribed service (digital signage and helpdesk)

- Respond to your request via the contact page of our website

Your data is never transmitted to a third-party company.

How do we store your data?

Your data is recorded and stored in our secure management system hosted in a European datacenter.

These data are kept for a period of one year after the end of the commercial relationship. Once this time period has expired, we will delete your data. However, this retention period may be extended in the context of legal proceedings.

Accounting and tax data are kept for a period of 10 years minimum as provided by law:

- §162(8) de la Loi générale des impôts du 22 mai 1931
- Article 65 de la Loi du 12 février 1979 concernant la taxe sur la valeur ajoutée

What are your data protection rights?

Relook would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request Relook for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that Relook correct any information you believe is inaccurate. You also have the right to request Relook to complete the information you believe is incomplete.
- The right to erasure – You have the right to request that Relook erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that Relook restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to Relook’s processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that Relook transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, feel free to contact us by:

- Phone: +352 26 43 22 03
- E-mail: contact@relook.lu
- Or write to us: 16, Rue Millewee, L-7257 Helmsange

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website
- Measure audiences
- Get statistics

How to manage cookies?

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Relook website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Relook keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 3 January 2022.

How to contact us

If you have any questions about Relook's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

- Phone: +352 26 43 22 03
- E-mail: contact@relook.lu
- Or write to us: 16, Rue Millewee, L-7257 Helmsange

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Relook has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office:

National Commission for Data Protection
15, Boulevard du Jazz
L-4370 Belvaux

As indicated on the National Commission for Data Protection website, please use the [online form](#) to submit your complaint.