RICOH IMAGING

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RICOH International B. V. German Branch

Privacy Policy

Ricoh International B. V. German Branch – Industrial Optical Systems (referred to below as "we" or "us") has developed www.ricoh-iosd.eu website ("the Website"). On the Website you can learn more about the Machine Vision products and services we provide. Ricoh recognizes the importance of the protection of

personal data. Ricoh promises to respect your privacy and process your personal data in a careful and confidential manner. The data will not be processed for other purposes than the purposes specified in this Privacy Statement. All data processing shall be in accordance with this Privacy Statement and the applicable laws.

For the purpose of the General Data Protection Regulation (EU) 2016/679 ("GDPR"), the data controller is Ricoh Europe PLC., 20 Triton Street, London, NW1 3BF, United Kingdom ("Ricoh")

Why does Ricoh process your data?

If you fill out a feedback form, we process your data to be able to reply to your comments or questions.

If you submit a request for product information, we process your data to be able to handle your request and for statistical purposes to see about which products information was requested

If you consent, we may also use your information to contact you by telephone, email or post from time to time about products, services, promotions or special offers that may be of interest to you. You can stop this happening at any time by contacting us, see our contact information below.

We also process your data to be able to monitor and improve the services Ricoh provides through the Website.

What data does Ricoh process?

If you submit a feedback form or a product information request form, we process the information necessary to contact you such as name, address, country, phone number and e-mail and the content of your request or feedback.

Logon information such as IP-address is also stored for security reasons and to monitor and assess the use made of the Website. This Logon information shall be stored in a way it is no longer possible to trace the information back to an individual person.

If you use a link provided on this Website to another website (such as www.industry.ricoh.com or www.stemmer-imaging.com) and you provide personal data on such a site, the processing of the data shall not be subject to this Privacy Statement, but instead to the privacy statement or notice as posted on such website.

What is the legal basis for processing your data?

If you request information via our website, we are asking your consent. **You have the right to withdraw your consent at any time**, see further information below.

Who has access to your data?

Only Ricoh has access to the data collected through the Website.

The Website's webmaster transfers feedback and information requests to the appropriate person or department to handle them within Ricoh. If there is no appropriate person to handle such a request, the webmaster may transfer the request to an official distributor of Ricoh branded products

If customers from non-EMEA countries send questions, request quotes, or allow us to contact, we share their personal information with Ricoh Japan which is responsible for non-EMEA countries. Ricoh Japan will contact the customers from non- EMEA countries.

Does Ricoh transfer your data to others?

Except as stated above, your personal data is not submitted, disclosed or transferred to any other party than Ricoh.

Does Ricoh use your data for direct marketing?

Ricoh does not use your personal data to send you any unsolicited mail regarding commercial offers or advertisements, nor does Ricoh sell or trade your data.

Does Ricoh use cookies on the Website?

When you use this site, we collect information about your computer, such as your IP address and/or browser, which we will use for administration purposes and statistical analysis. This information is not used to identify you personally.

We may also obtain information about your online movements and use of the internet. We do this by placing a 'cookie' which is a small file, on your computer's hard disk. Cookies are used for several reasons such as:

i) helping us improve our marketing and promotional efforts;

ii) assisting us in improving the content and services offered on the Website.

Most web browsers accept cookies. However, you can change your browser settings so that cookies are not accepted. If you do this, you may lose some of the functionality of this site. For further information about cookies and how to disable them please go to: aboutcookies.org

Where is your data stored?

The website and our servers are hosted in the EU. If you are located outside EMEA, we transfer your data to Ricoh in Japan.

Is your data safe with Ricoh?

Ricoh have taken the necessary technical and organizational measures to adequately protect your data from unauthorized access and processing.

How long will the data be stored?

We process your data only as long as you have not withdrawn your consent.
Your IP address is anonymised directly after your request has finished.

Does the website use profiling?

This website uses [Matomo](#) an open-source software for statistical analysis of the visitor accesses. Matomo uses "cookies", small text files that are stored on your computer and allow your use of the website to be analysed. The information generated by the cookie on your use of this Internet offering is stored on the provider's server in Germany. The IP address is anonymized immediately after processing and before storage. You can prevent the installation of the cookies by a corresponding setting in your browser software; we should point out, however, that in this case you may not be able to make full use of all the functions of this website.

Further information and Matomo's applicable privacy policy can be found at https://matomo.org/privacy/.

Matomo Opt-Out

What are your rights with regards to the data?

You are not obliged to provide Ricoh with the requested data but if you do not agree to the collection of your data unfortunately Ricoh may not be able to handle and/or grant your request. You have the right to request Ricoh to inform you if and what personal data relating to you Ricoh has processed.
You may also request Ricoh to correct, supplement, block or delete said data totally or partially if it is factually inaccurate, incomplete or irrelevant to the purpose of the processing.
You may object to your data being processed or to the purpose for processing.
Ricoh will undertake to comply with such requests in a timely manner.
You can withdraw your declaration of consent to process your data at any time. In case you wish to withdraw your declared consent and, thus, terminate the processing of your personal data by Ricoh, an e-mail or letter to us will be enough.

Who can you contact?

Requests can be made (preferably in English) to: IOSD at ricoh-europe dot com, or to the following address:

Ricoh International B.V. - German Branch Oberrather Strasse 6, 40472 Düsseldorf, Deutschland

All data processing by Ricoh is in compliance with the applicable European privacy laws.
To ensure such compliance, Ricoh may periodically revise this Privacy Policy.

By accepting this Privacy Policy you agree to your data being processed by Ricoh as described herein.

Last Update: May 2020

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