

Cascade Lab SA Privacy Policy

This privacy policy will explain how Cascade Lab S.A. (“Cascade”) uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

Cascade collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

How do we collect your data?

You directly provide Cascade with most of the data we collect. We collect data and process data when you:

- Register online or place an order or inquiry for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser’s cookies.

How will we use your data?

Cascade collects your data so that we can:

- Process your order and manage your account.

- Email you with special offers on our products and services we think you might like.

Currently Cascade does not share your data with any partner companies, should this change this will be highlighted on this website.

How do we store your data?

Cascade securely stores your data.

Cascade will keep your personal identification information for a period of five years following the end of any relationship or contact. Once this time period has expired, we will delete your data.

Marketing

Cascade would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Cascade from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please contact us.

What are your data protection rights?

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

The right to access – You have the right to request Cascade 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 Cascade correct any information you believe is inaccurate. You also have the right to request Cascade to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Cascade erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Cascade restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Cascade's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Cascade 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, please contact us at our email:

Call us at: +352 621 435221

Or write to us: info@cascade.lu

Cookies

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

For further information, visit allaboutcookies.org.

How do we use cookies?

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

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Cascade uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Cascade uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

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 Cascade 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

Cascade keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 27 May 2020.

How to contact us

If you have any questions about Cascade'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.

Email us at: info@cascade.lu

Call us: +352 621 435221

Or write to us at: Cascade Lab SA, 2 place de Strasbourg, L-2562 Luxembourg

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Cascade has not addressed your concern in a satisfactory manner, you may contact the Luxembourg **National Data Protection Commission**

Address: National Data Protection Commission, 1 avenue du Rock'n'Roll, L-4361, Esch-sur-Alzette, Luxembourg

Tel: (+352) 26 10 60 -1

Fax: (+352) 26 10 60 29

Email: info@cnpd.lu