Sektor Privacy Policy

Effective date: 25th January 2021


Sektor specialises in delivering innovative and efficient technologies for the retail, networking, security, healthcare, ergonomics, mobility and cyber security markets. Our passionate, dedicated and deeply knowledgeable team is second to none, offering unparalleled industry and technology expertise to help our partners build winning solutions for their customers.

Sektor (“we” or “us”) takes your privacy seriously and handles your personal information in accordance with all applicable privacy laws. This Privacy Policy sets out what information we collect, how we use it and your rights in respect of your personal information.

Collecting your personal information

For our customers, we collect personal information that you provide to us directly, including when you:

- enter, upload or disclose information as part of using Sektor’s services and/or our websites for example by placing a product order;
- create an online account with us;
- enter into any agreement with us, for example our Reseller Agreement or Terms and Conditions of Sale;
- subscribe to our newsletter;
- respond to a survey; and
- contact us directly either by electronic form, email, verbal or otherwise.

We also collect information automatically using cookies, and other web measurement tools, as you use the Sektor websites.

The personal information we collect may include:

- your name and company name;
- your address;
- your contact details including your telephone number and email address;
- your payment and transaction information;
- a record of how you use the Sektor websites, including the amount of time you spend and your activities on the websites;
- your log data and device information; and
- a record of your communications with Sektor.

You are not obliged to provide us with this personal information. However, if for any reason you are unable to provide us with the personal information that we require from you for the purposes set out below, then we may refuse to provide you with our services and you may not be able to access and use the Sektor websites.

If you are, or are employed by, one of our suppliers we will collect contact details from you or your employer to facilitate the supply of goods and services to us.

Purpose of collection and use of personal information

We will only hold and use your personal information for the purposes set out in this Privacy Policy, and for any purpose disclosed at the time of collection or for any related purposes. Generally we will only use your personal information for the following purposes:

- to set up your (or your business’) online account on the Sektor websites;
- to facilitate your access to, and use of, the Sektor websites;
- to operate, and analyse your use of, the Sektor websites;
- to provide, improve and develop Sektor’s services and Sektor’s websites;
to provide, personalise, measure, and improve our advertising and marketing, including, where you have provided your consent, to send you our newsletter and other marketing messages (via email or text) about Sektor;
• to respond to any queries you make, including assisting with the resolution of technical support issues;
• for our research and development purposes, including contacting you to ask you to evaluate and give us feedback on Sektor;
• to prevent illegal activity that threatens the Sektor websites, our computer systems or networks;
• to comply with any applicable laws and/or regulations.

Transfer and sharing of personal information
We will only share your personal information:
• with other Sektor partners, employees, contractors, and third party providers involved in providing our services including software suppliers, data storage service providers, IT outsourcing service providers, legal advisors;
• organisations which provide services to us, such as advertising agencies;
• where we have your consent to do so; or
• where we are required to do so by applicable law.

Where we consider it necessary or appropriate for the purposes of data storage or processing or providing any service or product on our behalf to you, we may transfer the personal information provided by you to a related company or third party service or product providers within or outside your country in which we are established, under conditions of confidentiality and similar levels of security safeguards.

Information in our CRM system is accessible by all members of the Sektor group in the countries where they are located for business purposes.

You understand and agree to such sharing and/or transfer of the personal information as described herein.

Legal Basis
Where consent is required, we will rely on your consent as the basis for our use of your personal information. You can contact us to withdraw your consent at any time by emailing privacy@sektor.co.

We may also rely on the legal basis of entering into or performance of contract, legal compliance, legitimate interest, consent or any other basis as permitted by applicable laws, as the case may be.

Storage and retention
Sektor is dedicated to keeping personal information secure. We will take all reasonable steps to ensure that the personal information provided by you is protected from misuse and loss, and from unauthorised access, modification, or disclosure. We'll only store your information for a maximum of 5 years from your last use of our services or log in to the Sektor websites at which point we destroy it by securely erasing all digital data.

Information quality
Sektor is required to keep your information accurate, up-to-date and relevant.

Your rights with respect to your personal information
Wherever you are in the world, you have rights of access to and correction of personal information that Sektor holds. If you request a copy of your personal information we may charge a small fee for this service. You may request that we correct or change the information collected that is inaccurate, incomplete, misleading or not up-to-date at any time and Sektor will provide reasonable assistance with this.

If you are in the UK, Europe, or Thailand you may have the following additional data protection rights under the EU General Data Protection Regulation (GDPR) or other applicable laws:
• the right to request access and obtain copies of your personal information, and we may charge a small fee for this service;
• the right to request completion of information you believe is inaccurate, not up to date, misleading, or incomplete;
• the right to request we erase, destroy, or anonymise your personal information in certain circumstances;
• the right to request that we restrict the processing of your personal information and the right to object to our processing of your personal information in certain circumstances; and
• the right to request that we transfer your personal information we have collected to another organisation or directly to you, in certain circumstances.
If you are in Vietnam you may have the additional right to request that your personal information is removed under applicable laws.

To exercise any of your rights, contact us by emailing privacy@sektor.co.

**Use of cookies**
The Sektor websites use both non-persistent and persistent cookies to manage visits to the site. Non-persistent cookies are temporary and are deleted when a browser session is closed and persistent cookies are used in order that third party vendors, such as Google, can serve ads based on a user's prior visits to the Sektor websites.

Other than as noted above, information about a visit to the Sektor websites is not permanently stored on a visitor's personal computer.

While Sektor recommends that you enable cookies in order to enjoy all the features of our websites, this is entirely up to you.

**Website analytics**
Sektor uses services such as Google Analytics, which will issue cookies from their own servers and which will be able to track website visitors throughout the Sektor websites and through any other sites that use those services. Sektor does not control how those cookies are issued, or the data that they store. Please refer to the Google Analytics Privacy Policy for more information.

**Changes to Privacy Policy**
We may change this Privacy Policy at any time and if we do, we will post the updated policy on the Sektor websites. By continuing to use the Sektor websites, you agree to the updated Privacy Policy unless we require separate consent under any applicable law. If you do not accept the contents of this Privacy Policy, please do not provide us with your personal information.

This Privacy Policy was last updated on 20th January 2021.

**Complaints and Queries**
If you are in New Zealand and you are unhappy with how we have used your data, or if you have any questions about this privacy policy, you can complain to or contact us by emailing privacy@sektor.co.

If you’re in Australia and have any concerns or complaint about how we have handled your personal information, please contact us by emailing privacy@sektor.co. If you are unsatisfied with Sektor’s response or would like to complain about the way Sektor has handled your personal information, you can contact the Office of the Australian Information Commissioner on 1 300 363 992.

If you are in the UK or Europe and you are unhappy with how we have used your data, or if you have any questions about this privacy policy, please contact us by emailing privacy@sektor.co. You can also complain to or contact the ICO:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

If you are in Malaysia and you are unhappy with how we have used your data, or if you have any questions about this privacy policy, please contact us by emailing privacy@sektor.co. You can also complain to or contact our General Manager of Malaysia, by calling +60 3 7863 9033.

If you’re in Thailand and have any complaint about how we collect, use and disclose your personal data, you can complain to or contact us by emailing privacy@sektor.co. You can also complain to or contact our General Manager, by calling +66 2 294 1182. You also have a right to lodge a complaint with the competent data protection authority.