tecsys

Privacy policy

2025

This Privacy Notification explains how Tecsys Inc., and its European affiliated companies, ("Tecsys", "we", "us", "our") use personal data about you.

1. General information

1.1 When you use our websites, sign up for our newsletters, participate in webinars/workshops, contact us, create an account and/or make a purchase, Tecsys collects certain information about you as an individual.

In this privacy policy (hereinafter the "Privacy Policy") you can read about the information Tecsys collects, what rights you have, how Tecsys processes the information, and how you can contact Tecsys if you have questions about our processing of your personal data.

1.2 We may use cookies and similar tracking technologies, such as like web beacons and pixels, to access or store information. Specific information about how we use such technologies and how you can manage cookies is set out in our Cookie Notice.

We use cookies and other technologies on all our sites to ensure the best possible and secure experience on our sites and to provide you with tailored information on products and services. Tecsys also uses cookies or similar technologies on its sites to collect online information such as your mobile device ID, IP address, and other information about your device, as well as behavioral data of your device usage on our sites (e.g., pages viewed, links clicked, documents downloaded).

2. Data controller

2.1 Tecsys processes personal data in different situations and in accordance with the General Data Protection Regulation ("GDPR") and different national data protection legislations.

2.2 Personal data shall be understood and interpreted in accordance with the GDPR and means any information relating to an identified or identifiable natural person.

2.3 Tecsys is the data controller for the processing of your personal data as described in the Privacy Policy.

© Tecsys Inc. All Rights Reserved.

2.4 Contact information:
Attn: Privacy Officer
Tecsys Inc.
Privacy Office
1 Place Alexis Nihon, Suite 800
Montreal, Quebec H3Z 3B8

E-mail: privacy@tecsys.com and/or DK-info@tecsys.com

3. Our processing of personal data

3.1 In order to offer you the best possible service, we collect information about you when you use our websites or otherwise use our services. This information will be used, among other things, to offer you relevant features and options, to personalize our website content and for security purposes.

3.2 We only collect personal data that is relevant and sufficient for the purposes described below.

3.3 Contact via email or contact form

3.3.1 When you contact us by email or use the contact form on the website, we will use the personal data that you provide in order to respond to you.

3.3.2 The purpose of processing this data is to provide you with a response to your inquiry.

3.3.3 The legal basis for the processing of this data is Article 6(1)(f) GDPR, according to which personal data may be processed for the pursuit of legitimate interests. We have a legitimate interest in providing you with support in relation to our services and website.

3.4 Newsletter subscription

3.4.1 Tecsys allows you to sign up to receive our newsletters. To do this, we collect information about your name, email address and company name.

3.4.2 The purpose of processing this data is to be able to send you our newsletters.

3.4.3 The legal basis for the processing of this data is Article 6(1)(a) GDPR.

© Tecsys Inc. All Rights Reserved.

3.5 IP address

3.5.1 When you sign up to receive our newsletter, the IP address with which you sign up for the newsletter and the date and time when you order the newsletter are saved.

3.5.2 We need this information as evidence in case of abuse.

3.5.3 The legal basis for the processing of this data is Article 6(1)(f) GDPR, according to which personal data may be processed for the pursuit of legitimate interests. Tecsys has a legitimate interest in providing evidence in case of abuse.

3.6 User habits when sending newsletters

3.6.1 If you have signed up for our newsletter, we will evaluate your user habits when sending newsletters. The newsletters (emails) sent contain so-called web beacons or tracking pixels. For these evaluations, we combine the collected information and web beacons with your email address and an individual ID. In the process, we register when you read our newsletter, which links you click on, and from this we derive your personal interests.

3.6.2 The purpose of processing this data is to use the data to customize the newsletter to your specific interests.

3.6.3 The legal basis for the processing of this data is Article 6(1)(a) GDPR.

3.7 Behavioral targeting

3.7.1 If you have not signed up for our newsletters, we will collect information about your behavior and actions on our websites, for example where you come from and what you click on.

3.7.2 In this case, we only use tracking mechanisms to measure, analyze and personalize our website content and not for profiling purposes.

3.7.3 The legal basis for the processing of this data is Article 6(1)(f) GDPR, according to which personal data may be processed for the pursuit of legitimate interests. We have a legitimate interest in customizing our website content. Your personal data may also be processed under Article 6(1)(a) GDPR if you consent to special cookies on the website. You can read more about the individual cookies and adjust them in our Cookie Notice.

© Tecsys Inc. All Rights Reserved.

3.8 Further processing for marketing purposes

3.8.1 If you make an online purchase via one of our websites or return goods, we will process information from your purchase order, such as email, consent status, country, region, city, postcode, order information, as well as general order details, such as shipping date, order type, order price, product type, product category, offer price and currency code.

3.8.2 We only use the information for broad segmentation to ensure that you receive relevant marketing campaigns on relevant online channels.

3.8.3 The legal basis for the processing of this personal data is Article 6(1)(f) GDPR, according to which personal data may be processed for the purposes of legitimate interests. We have a legitimate interest in ensuring that you only receive marketing material that is relevant to you. Your data will thus be processed for a different purpose than it was originally collected for, and we have assessed the lawfulness of this under Article 6(4) of the GDPR. Because your data is processed for marketing purposes, you can always object to the processing pursuant to Article 21(2) and (3) GDPR. In this case, we will stop using your data for this purpose.

3.9 Purchases on websites and returns

3.9.1 If you make an online purchase via one of our web shops or return goods, Tecsys collects personal data about you that is relevant to process your purchase/return, including contact and billing information, order number, date of purchase and amount.

3.9.2 Collection of this personal data is necessary in order to fulfill the agreement entered into between you and Tecsys regarding purchase of goods and handling of returned goods. This is based on Art. 6(1)(b) GDPR and Art. 6(1)(f) GDPR, according to which personal data may be processed for the pursuit of legitimate interests. Tecsys has a legitimate interest in potentially returning goods.

3.10 TV surveillance

3.10.1 Tecsys has TV surveillance on selected locations. We can therefore record video footage of you on location.

3.10.2 The purpose is to secure our locations and employees against criminal offences.

3.10.3 The legal basis for the processing of this personal data is Article 6(1)(f) GDPR, according to which personal data may be processed for the pursuit of legitimate interests. Tecsys has a legitimate interest in securing our locations against criminal offences.

© Tecsys Inc. All Rights Reserved.

3.11 Webinars and events

3.11.1 If you sign up for and/or participate in webinars or events, Tecsys collects personal data about you that is relevant to handle your participation. We collect name, email address, if you participate, how long you participate and your interactions.

3.11.2 The purpose is so that you can participate in our webinars or events, and we can optimize them for the future.

3.11.3 The legal basis for the processing of this data is Article 6(1)(f) GDPR, according to which personal data may be processed for the pursuit of legitimate interests. Tecsys has a legitimate interest in hosting webinars and events and optimizing them for the future.

3.12 Surveys

3.12.1 If you attend a webinar or event, we might send you a survey which you can answer. In that regard we collect your name, email address and your answers on the survey.

3.12.2 The purpose is to optimize webinars and events for the future.

3.12.3 The legal basis for the processing of this data is Article 6(1)(f) GDPR according to which personal data may be processed for the pursuit of legitimate interests. Tecsys has a legitimate interest in optimizing webinars and events for the future.

3.13. When creating an account

3.13.1 When you create an account on Tecsys.dk, Tecsys collects and processes personal data about you.

3.13.2 The purpose of processing this data is to create an account, that you can sign in to.

3.13.3 The information required to create an account is: first and last name, email address, phone number, and a password.

3.13.4 The legal basis for the processing of this data is Article 6(1)(f) GDPR according to which personal data may be processed for the pursuit of legitimate interests. Tecsys has a legitimate interest in processing personal data about customers who wish to create an account. If you do not wish to provide Tecsys with this information, you cannot create an account.

© Tecsys Inc. All Rights Reserved.

3.14 Use of images

3.14.1If you attend an event held by Tecsys, we may publish harmless images from that event that do not specifically focus on individuals, if we believe the image has a positive effect on the outside world's perception of us, either as a workplace, as a business partner or in other contexts. We consider this to be a legitimate interest Article 6(1)(f) GDPR.

3.14.2 If you are to actively participate in marketing, videos or other promotional activities in collaboration with us, we will ensure that this is based on your consent Article 6(1)(a) GDPR or a modeling contract Article 6(1)(b) GDPR.

3.14.3 Images will be deleted if we determine that they no longer serve their purpose, if a contract for the use of the image has expired or if you withdraw your consent. You can always object to our use of images that show you.

3.15 Suppliers and business partners

3.15.1 When we enter into agreements with suppliers or other business partners, we collect information about relevant contact persons.

3.15.2 The purpose of processing this personal data is to fulfill our obligations under the agreement and ensure easy communication.

3.15.3 We typically process the following types of data: name, email, phone number, position and other relevant data.

3.15.4 We process this data in connection with a contract Article 6(1)(b) GDPR.

3.15.5 Data collected in connection with this will generally be deleted when the contract is fulfilled, unless there is a specific reason to store the data for a longer period of time, such as a warranty period or if there is a need to make a complaint, or if it is a long-standing business relationship. We must store accounting material for five (5) years from the end of the financial year to which the purchase or sale relates.

4. Job applicants

We are not actively recruiting/hiring in the EU except for in Denmark.

5. Job applicants in Denmark

5.1. If you apply for a position at Tecsys, we will process the information provided in your application, CV and other enclosed documents. It is not necessary to enter your social security number.

© Tecsys Inc. All Rights Reserved.

5.1.2 The purpose of processing personal data about you in the recruitment process is to assess whether you are a qualified candidate for a vacant position with us.

5.1.3. The legal basis for the processing of this data is Article 6(1)(f) GDPR, according to which personal data may be processed for the pursuit of legitimate interests. Tecsys has a legitimate interest in assessing whether you are a suitable candidate for the position. The legal basis for sensitive personal data is Article 9(2)(f) GDPR, in order to be able to defend any legal claims that may arise in connection with the recruitment process.

5.1.4. The processing of your social security number only takes place if you have provided it yourself in connection with your application or CV.

5.1.5. The legal basis for the processing of social security numbers is section 11(2)(4) of the Danish Data Protection Act, cf. section 7(1), and Article 9(2)(f) of the GDPR.

5.1.6. Applications and attachments may be stored for up to six (6) months after the recruitment process is completed, after which your data will be deleted.

5.1.7. Under data protection rules, you have the right to know whether the provision of personal data is mandatory or a requirement to enter into a contract, whether you are obliged to provide the personal data and the possible consequences of not providing such information. In this connection, we note that it follows from the Health Information Act that, prior to employment, an employee must, on his or her own initiative or when asked by the employer, disclose whether the employee is aware of suffering from an illness or has symptoms of an illness that will have a significant impact on the employee's ability to work at the job in question. In addition, please note that if you are offered employment, we will need certain personal data about you to draw up your employment contract, including, among other things, your name and address, cf. the provisions of the Employment Certificate Act. If you do not wish to provide the information you are obliged to provide in accordance with the Health Information Act and the information necessary for an employment contract to be drawn up, it will not be possible to offer you employment.

6. Whistleblower reports

6.1 When you create a whistleblower report, you can remain anonymous. If you choose not to, we will collect your contact information. Whether you decide to be anonymous or not, we will process the information you disclose in the report.

© Tecsys Inc. All Rights Reserved.

6.2 We process whistleblower reports to comply with legislation Article 6(1)(c) GDPR.

6.3 Duration of processing:

Your report and your personal data will only be retained for as long as they are needed for the investigation of the allegations, for any legitimate follow-up to the investigation, or as otherwise consistent with law; they will be fully and securely destroyed or erased when and as soon as they are no longer needed for the investigation of the report, or for the purposes of legitimate follow-up to the report (including legal action). However, reports and files on the investigation of reports (or parts of such reports or files) and personal data in such reports or files may be placed in an archive if there is a clear and overriding public interest or legal interest of your organization in retaining the data, subject to such restrictions on access to the data aimed at safeguarding the rights and freedoms of the data subjects as may be allowed by applicable law.

If the report falls outside of the scope of the Whistleblower legislation, or the report is concluded to be unfounded, the personal data will be deleted no later than 12 months after the reporter has been notified.

You can read more about how we process personal data in connection with whistleblower reports in our Whistleblower Privacy Policy on our Whistleblower landing page.

7. Recipients of personal data

7.1 Personal data may be transferred between Tecsys entities or external partners who process the data on our behalf. The information we have collected about you is only shared to the extent necessary to fulfil the agreement with the individual business relationship:

Providers that assist with the technical operation of our websites, including providers of hosting services and solutions that support functionality.

Providers who assist with marketing activities and communication with customers.

Providers of analytics tools that help us optimize our business and your customer experience.

Partners who assist in the operation of customer service services, including the delivery of goods from our websites.

© Tecsys Inc. All Rights Reserved.

7.2 These partners are independent data controllers or data processors and, in accordance with our instructions, process personal data for which we are the data controller.

7.3 Data processors may not use the personal data for any purpose other than fulfilment of their agreement with us and must treat the personal data confidentially. Tecsys has entered into written data processing agreements with all our data processors.

7.4 We may also share personal data with our external advisors, such as auditors and lawyers, and public authorities if required by law.

8. Transfer or disclosure to third countries

8.1 In order to provide our websites and other related services to you, we use data processors that may be located outside the EU/EEA. Unless you are otherwise notified, any transfers of your Personal Data will be based on applicable local data privacy laws, which among other includes appropriate international data transfer mechanisms and safeguards such as an adequacy decision, Standard Contractual Clauses, and/or Binding Corporate Rules. You can always request a copy of the transfer mechanisms, which includes the transfer of personal data by using the contact info at the top.

9. Social Media

9.1 Facebook and Instagram

We are joint data controllers with Meta for the information about you that is collected when you visit our pages on Facebook and/or Instagram. This means that we, together with Meta, must allocate and determine the responsibility for complying with legislation regarding the processing of your personal data. You can find our joint data responsibility agreement here: https://www.facebook.com/legal/controller_addendum

Meta uses Insights on Facebook/Instagram to collect statistical information about visitors' behavior on the site, including age, gender, relationship status, work, lifestyle, interests, purchase information and geographical information. For this purpose, Meta has placed cookies on your device when you visit Facebook/Instagram. Each cookie contains a unique identification code that remains active for a period of two (2) years unless deleted before the end of this period. Meta receives, stores and processes your personal data through these cookies. We receive aggregated results of this information. You can read more about Facebook/Instagram's use of cookies here: https://m.facebook.com/policies/cookies/ and Cookie Policy | Instagram Help Centre

© Tecsys Inc. All Rights Reserved.

We do not disclose information about you that we receive from Meta. However, Meta may disclose information about you to third parties. You can read more about this under “How is this information shared” in their Privacy Policy. If you want to delete your cookies, you can see how via our Cookie Banner or you can contact Meta. Meta processes information about you even if you do not have an account with them. You can read more about this here: Meta Privacy Policy - How Meta processes and uses user data | Privacy Settings Centre (facebook.com)

9.2 LinkedIn

We are joint data controllers with LinkedIn for the information about you that is collected when you visit our pages on LinkedIn. This means that we, together with LinkedIn, must allocate and determine the responsibility for complying with legislation regarding the processing of your personal data. You can find our joint data responsibility agreement here: https://legal.linkedin.com/pages-joint-controller-addendum

If you do not have a LinkedIn profile, information collected about you includes: your unit, location/geodata and information about your activity on LinkedIn and other websites.

If you do have a profile on LinkedIn, information collected about you will also include: information you consented to being collected when you registered your user profile, such as reactions, comments and shares by you and others.

We only receive the information that you send us yourself, e.g., in a comment, a like, or a message. Beyond that, we receive anonymous, statistical information about user engagement from LinkedIn, via the functionality called LinkedIn Page Analytics.

If you wish to have your information deleted with LinkedIn, you must delete your LinkedIn profile. If you delete your profile, it means that your own posts, pictures, and information will be deleted. If you have questions for LinkedIn Page Analytics, please contact LinkedIn directly.

10. Safety and security

10.1 Tecsys takes the security of your personal information very seriously and is committed to protecting your data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access, by using a combination of administrative, physical, and technical safeguards. These measures include multi-factor authentication, masking, encryption, logging and monitoring.

© Tecsys Inc. All Rights Reserved.

11. Duration of storage

11.1 We store your personal data until it is no longer necessary for us to process the data. In certain situations, it can be difficult to determine the duration of this period.

The following retention periods are applied in relation to your personal data:

Information related to contact via email, contact form and support:

* If you are a client/customer, we will store your support inquiry for the remainder of our business relationship as documentation.

* If you are not yet a client/customer, and we are in the process of entering into an agreement, we will store your information as long as the process is ongoing.

* If you are not a client/customer, we will store your inquiry for as long as it is necessary to provide you the support needed, but no longer than three (3) years.

Information related to newsletter distribution:

* Kept for as long as you wish to receive our newsletter. If you unsubscribe, you will no longer receive our newsletter. Data about your consent is stored for two (2) years after you unsubscribe and then deleted.

Information regarding IP address:

* Kept for as long as it is necessary to process the data to fulfil the purposes of the processing.

Information regarding usage habits and behavioral targeting:

* The length of time cookies are stored on your device varies. The time is counted from the last time you visited the website/site. After expiration, cookies will automatically be deleted. You can always reject or delete cookies on your computer, tablet or phone by changing the settings in your browser.

Purchase and return information:

* Kept for as long as it is necessary to process the data to fulfil the purposes of the processing. Stored for the current financial year and up to five (5) years.

Some products have a warranty period of 15 years, which is why some data is necessary to store for that long.

© Tecsys Inc. All Rights Reserved.

Information regarding participation in webinars and other events:

* We store information as long as we find it necessary, but no longer than three (3) years.

Information regarding CCTV surveillance:

* Stored for as long as there is a concrete need for it. In compliance with the TV Surveillance Act, video material will never be stored for longer than a maximum of 30 days, unless there is a specific case where the video recordings are used as evidence.

Information regarding profiles

* When creating an account on Tecsys.dk, we store your personal data for as long as you have a profile/account. If you request us to delete your profile, we will delete your profile and your data immediately, but no later than 48 hours after the deletion request is received. However, if we need your data for a pending case, your data will only be deleted when the case is finalized.

Your profile will be automatically deleted if you have not been active for two (2) years. For example, if you have not logged into your profile for two (2) years and you have unsubscribed from receiving newsletters. For accounting and tax purposes, Tecsys stores certain personal data for a period of up to five (5) years from the deletion of your profile. By deleting your profile and your information, all the information registered on your profile and any associated information, such as purchase history, that Tecsys has collected about you is deleted. After that, the data cannot be recreated. However, in cases where Tecsys has evidence or a substantiated suspicion that you have violated criminal law provisions in connection with the misuse of your profile, we will store your information for up to five (5) years after your profile has been deleted or until the case is finalized with us and any public authorities.

11.2 If we need to retain your personal data to protect our legitimate interests, including for example in connection with legal disputes, we reserve the right to retain your personal data for a longer period and at least until the legal dispute is resolved.

12. Your rights

12.1 As a data subject, you have certain rights under the GDPR when your personal data is processed. Below is an overview of your rights when we process personal data about you.

© Tecsys Inc. All Rights Reserved.

12.2 If you wish to exercise one or more of your rights as a data subject, you must contact us in writing via the email address provided above. Enter your full name and email address. You may be asked to provide additional proof of your identity.

12.3 In general, you can exercise your rights at any time. However, the exercise of your rights must not affect the rights and freedoms of others, in which case Tecsys may refuse to fulfil your rights in whole or in part.

12.4 Right of access

12.4.1 You have the right to access your personal data processed by us. By contacting us, you can obtain information about the categories of personal data that we as data controller process about you, the purpose of the processing, the recipients to whom the personal data has been disclosed, etc.

12.4.2 If you request additional copies of the personal data being processed, we may charge a fee. If your request is manifestly unfounded or excessive, we may either charge a fee for providing the information or refuse your request.

12.5 Right to rectification

12.5.1 You have the right to have your personal data rectified if it is incorrect or misleading.

12.6 Right to erasure

12.6.1 In certain cases, you have the right to have your personal data erased if we no longer have a purpose for processing your personal data or if you object to the processing of your personal data for direct marketing or pursuant to Article 6(1) GDPR. However, if we can demonstrate legitimate grounds for processing that override your interests, rights and freedoms, or if the processing is necessary for the establishment, exercise or defense of legal claims, we are not obliged to erase your personal data.

© Tecsys Inc. All Rights Reserved.

12.7 Right to restriction of processing

12.7.1 In certain cases, you have the right to obtain restriction of the processing of your personal data, for example if you contest the accuracy of the personal data collected about you or if you have objected to the processing of your personal data based on legitimate interests pursuant to Article 6(1) GDPR. In that case, we will only store your personal data until your objection has been assessed. If we lift the restriction on our processing of your personal data, you will be notified in advance.

12.8 Right of access

12.8.1 In certain situations, you have the right to object to our processing of your data. This is for example if we process your data based on a legitimate interest. If you object to our processing of your personal data, we are no longer entitled to process your personal data unless we can demonstrate compelling legitimate grounds for the continued processing which override your interests, rights or freedoms, or the processing is necessary for the establishment, exercise or defense of legal claims.

12.8.2 You always have the right to object to the processing of your personal data if the processing takes place for direct marketing purposes.

12.9 Right to data portability

12.9.1 In certain cases, you have the right to receive your personal data in a structured, commonly used and machine-readable format and to have this data transferred from one controller to another controller. This right only applies when the processing of your personal data is based on a contract pursuant to Article 6(1)(b) GDPR or your consent pursuant to Article 6(1)(a) GDPR.

12.10 Right not to be subject to a decision based solely on automated processing, including profiling

12.10.1 We would like to inform you that your personal data is not subject to decisions based solely on automated processing, including profiling.

© Tecsys Inc. All Rights Reserved.

12.11 Right to withdraw your consent

12.11.1 To the extent that we process your personal data based on your consent, you can always withdraw your consent to any future processing by contacting us. The withdrawal of your consent does not affect the lawfulness of the processing from the time you gave us your consent until you withdraw it.

13. File a complaint with a supervisory authority

13.1 You can lodge a complaint with Tecsys as data controller if you are not satisfied with the way we process your personal data. You can find our contact details above.

13.2 You can always file a complaint with the local supervisory authority.

14. Modifications

14.1 Tecsys may at any time, and without notice, change the Privacy Policy. The latest version is always available on our websites.

15. Version

15.1 This Privacy Policy was last updated in November 2024 and replaces all previously applicable Privacy Policies.