

Privacy Statement

For residents in Europe, the Middle East, Africa and Russia registering for TechExchange System / Service Parts Information(SPI)

(For EEA residents: Given in compliance with Article 13 of the EU General Data Protection Regulation)

Effective Date: 07, May 2018

Most registrations made on this website involve an organisation (typically a company), seeking to make use of the website or to obtain products, services, documents or information from Epson. In the course of that registration Epson typically obtains limited details (including personal data) about the individual or individuals who are the contact person for the registering organisation (“your company”). The remainder of this Privacy Statement relates to that situation

The information which Epson holds (and will hold in the future) about you as an individual is limited to :

- The information provided by you (or on your behalf) during the registration process, namely basic contact information such as your name, e-mail address, company name, address, telephone number within your company, login ID.
- Updates made to that information while your company remains registered with Epson and keeps you employed.
- Information gathered from Epson’s own systems about your use of the Service and about Epson’s interactions with you. This includes information gathered through cookies¹ and other similar tools. Epson uses logs, IP address and Session cookie.

The other information which Epson gathers and holds all relates to the requirements and activities of your company rather than about you as an individual.

The legal basis for Epson’s processing of personal data required as part of the registration is that this is necessary for the legitimate business interests of Epson – namely making contact with your company as requested by it.

“Epson” is :

Seiko Epson Corporation
CS/Quality Assurance Environment Department
80 Harashinden, Hirooka, Shiojiri,
Nagano-ken, Japan
E-mail: TechExchange.privacy@exc.epson.co.jp

c/o Epson Europe B.V.
Azie Building, Atlas Arena,
Hoogoorddreef 5,
1101BA Amsterdam Zuid,
The Netherlands.
E-mail: privacy@epson.eu.

and is legally defined as the controller of the information it holds.

The only purpose for which Epson will be processing the personal data it holds about you is enabling contact with your company. 'Processing' refers to anything Epson does with the information about you including gathering it, holding it, using it and disclosing it. If, in the future, Epson wishes to process your data for some other purpose it will first provide you with information about that other purpose.

Epson will hold your personal data until your company or you request to delete it. Please contact to the address listed below if you wish to delete your data.

Epson uses third parties (within the EEA) to perform some processing activities on its behalf. Some or all of your personal data may be disclosed to them, but they are only permitted to use the disclosed data for the purposes for which Epson holds your data and in accordance with Epson's directions.

As a "data subject" you have statutory rights to request from Epson access to and rectification or erasure of personal data or restriction of processing concerning yourself or to object to processing as well as the right to data portability and the right to lodge a complaint with a supervisory authority.

Epson is based, and operates the TechExchange System and SPI, in Japan. Information we collect from you will be processed in Japan.

Epson's European Data Protection Officer may be contacted by writing to "The EDPO, Epson Europe B.V. Azie Building , Atlas Arena, Hoogoorddreef 5, 1101BA Amsterdam Zuid, The Netherlands" or, using E-mail: EDPO@epson.eu

ⁱ Cookies are data files that are placed on a device when it is used to visit a website. These cookies may be used for many purposes, including tracking user preferences and web pages visited while using the Service. You may disable cookies using your browser's preferences. However, some features of the Service may not function properly or may operate slowly if you disable the cookies. In addition, please be aware that if you choose to block cookies, some advertising preferences that are dependent on cookies may not be able to be respected.