

## YOUR PRIVACY, PANACEA BUSINESS SYSTEMS AND KYOCERA

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In this privacy statement we explain to you how Panacea Business Systems, Kyocera Document Solutions Europe B.V and its subsidiaries in Europe, Middle-East and Africa process your personal data. A complete list of Kyocera subsidiaries can be found on [kyoceradocumentsolutions.eu](http://kyoceradocumentsolutions.eu).

“We” is Panacea Business Systems and Kyocera Documents Solutions Europe B.V.

First, we explain per service for what purpose and on what legal ground(s) we process your personal data and who we involve. After, we explain on what legal basis we transfer your personal data to other countries, what your rights are towards us processing your personal data and how you can contact us.

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### **SERVICE - KYOCERA FLEET SERVICES (KFS)**

KYOCERA Fleet Services (KFS) is a powerful, web-based service to perform device management and remote maintenance on a company's fleet. Hosted in the cloud, KFS enables Panacea Business Systems and their service staff to view device status, quickly and easily identify and respond to issues and undertake key maintenance tasks, all from any location.

**USER ACCOUNTS.** Your company has directly provided Panacea Business Systems with your name and email address, this has also been shared with Kyocera so that we can set-up and manage a KFS account for you. By signing the End User Agreement you consent to us using such personal data. In the context of KFS, personal data includes your name, email address and IP address of connected devices that can be clearly identified as your personal device for exclusive use.

We shall only use your personal data for the set-up and management of your user account. Only selected employees with proper KFS administrative user rights have access to your personal data. We also use a third-party service provider located in the Netherlands for the hosting of KFS and storage of your personal data.

**CONNECTION TO THE KFS SERVER.** If your company has ordered KFS, a secure connection between your company's device/s and the KFS server shall be established in order to process (a) counter information for the purpose of billing and supply management, applicable for all devices; and (b) log files for the purpose of device management and remote maintenance, applicable only for Kyocera devices. For the avoidance of doubt, a print job shall only be sent to the KFS server with your explicit consent.

**STORAGE PERIOD.** We shall keep your personal data related to your user account as long as you have an active user account with us. Inactive user accounts shall be erased after one year of last use. You may always request us to delete your user account. In that instance, we shall erase your user account within 30 days after your request.

We will delete the log files after one year of creation.

## **YOUR RIGHTS**

You have certain legal rights that we wish to inform you of.

**ACCESS.** You have the right to be informed on whether we process your personal data or not and to related information on that processing.

**RECTIFICATION.** You have the right to have your personal data rectified or completed by us without undue delay. If you have set up an account with us, you have the possibility to rectify or complete your personal data yourself.

**RIGHT TO BE FORGOTTEN.** You have the right to have your personal data erased by us without undue delay. This right is limited to specific grounds, for example if you have withdrawn your consent, or if you object and there are no overriding legitimate grounds for us to maintain the processing. If you have an account with us, in many instances you have the option to erase your account yourself, in which case all your personal data is permanently deleted.

**RESTRICTION OF PROCESSING.** You have the right to request that we restrict the processing of your personal data based on specific grounds. These are (1) the time for us to verify the accuracy of your personal data on your request; (2) instead of erasure of unlawful processing, you request restriction of use instead; (3) you need personal data in legal proceedings; or (4) we are verifying whether our legitimate grounds override your objection to the processing.

**RIGHT TO OBJECT.** You have the right to object at any time to our processing of your personal data if such processing is (1) based on our legitimate interest (including us making a profile of you based on your consent); (2) for direct marketing purposes; or (3) necessary for the performance of a task carried out in the public interest or exercise of official authority vested in us. We shall cease to process your personal data based on your objection, unless we demonstrate compelling legitimate grounds overriding your interests, rights and freedoms or if we need your personal data in legal proceedings.

**DATA PORTABILITY.** We are required to inform you of your right to receive your personal data from us so that you can transmit that personal data to another service provider. For KFS that means that at your request we shall supply you with your personal data related to your user account. It does not include any device data, including data that was transmitted to us in a log file.

**CONSENT WITHDRAWAL.** If you have supplied us with your personal data based on your consent, you have the right to withdraw such consent at any time.

**LODGING A COMPLAINT.** You have the right to lodge a complaint with a supervisory authority about our processing of your personal data.

### **INTERNATIONAL TRANSFERS**

As stated above, we may transfer your personal data to the Kyocera headquarters in the Netherlands and/or Japan or to a subsidiary or third party that is located in a different country than where we are located. If such country does not provide for an adequate level of protection by domestic law according to the European Commission, we have ensured this adequate level of protection by agreeing on additional appropriate safeguards with that subsidiary or third party through the Standard Data Protection Clauses adopted by the European Commission. Alternatively, we may ask you for your explicit consent to the proposed transfer. You may request a copy of the Standard Data Protection Clauses by sending Panacea Business Systems an email, motivating your request.

### **EXERCISING YOUR RIGHTS AND CONTACTING US**

At Panacea Business Systems we have a network of privacy professionals available, including a Data Protection Officer, to assist you with your queries. If you wish to exercise any of your rights, or you have a question about this document, please contact us via email, or send us a letter to the address below:

Panacea Business Systems

Suite C Lakeside Offices

Thorn Business Parks

Hereford HR2 6JT

[enquiries@panaceabiz.com](mailto:enquiries@panaceabiz.com)

Also, please note that in exercising your rights, we may ask you to complete a request form. We shall then inform you of the process of handling your request.

### **CHANGES TO THIS DOCUMENT**

In the event that we modify this document, we will publish it on our website with a revised publication date and, if applicable, notify you of the changed document via your user account.