

# DIGITAL CLOUD PLATFORM

KDEM PRIVACY STATEMENT

Last modified: May 27, 2024

KYOCERA Document Solutions Europe Management B.V. ("KYOCERA", "we" or "us"), located at Beechavenue 27, 1119 RA Schiphol-Rijk, The Netherlands, issued this Privacy Statement ("Statement") to inform you, the user of Digital Cloud Platform ("DCP"), about the processing of your personal data when your organization uses DCP.

We may update this Statement from time to time.

## INTRODUCTION

The DCP is a cloud-based platform that provides applications, plug-ins, and APIs to integrate solutions ("Apps") on the DCP, that enables organizations to manage users and devices for each Apps.

The organization using DCP qualifies as data controller within the meaning of GDPR, and as such is responsible for the determining the purpose of collection and the means of processing of your personal data. KYOCERA provides DCP as a data processor and processes personal data according to our Data Processing Terms and Conditions, available at: [www.kyoceradocumentsolutions.eu](http://www.kyoceradocumentsolutions.eu).

In this Statement, we will explain in detail the following:

- For which purposes we are processing your personal data;
- On what legal basis we are processing your personal data;
- With whom we share your personal data;
- To which countries we transfer your personal data;
- Third party services or products;
- For how long we keep your personal data;
- Which technical and organizational measures we have taken;

- What your legal rights are concerning us processing your personal data;
- How you can contact us and other important information.

## **1. FOR WHICH PURPOSES ARE WE PROCESSING YOUR PERSONAL DATA?**

A. **User account management.** KYOCERA processes a user's first and last name, Username, email addresses and other account information either directly from you or indirectly from a KYOCERA customer (for example: your employer or organization) so that we can set-up and manage a user account for you.

B. **Provision of DCP.** In order to enable the user to use DCP as agreed, KYOCERA processes personal data such as user's first and last name, username and email addresses.

C. **Remote maintenance.** KYOCERA service engineer may access your personal data for bug fixing or troubleshooting purposes.

D. **Hosting. Hosting of data in the cloud.** KYOCERA uses Google Cloud Platform, Belgium, as a cloud storage provider.

E. **Notice.** KYOCERA may use personal information about your account, such as user's first and last name, username, and email address to contact you for the purpose of incident notification or support of DCP.

F. **Improvement.** KYOCERA may use your personal data to improve performance and functions of DCP by evaluating your use of DCP.

G. **Service Security.** KYOCERA may process your personal data to detect, prevent and respond to security breaches, fraudulent behavior, or misuse of DCP.

H. **Legal or regulatory requirements.** We may process your personal data when required by law and for the purpose of legal claims and actions to protect rights and interests of KYOCERA.

In respect of the personal data processed for the purposes described in section 1 E, F, G and H KYOCERA acts as a data controller.

## **2. ON WHAT LEGAL BASIS ARE WE PROCESSING YOUR PERSONAL DATA?**

KYOCERA processes personal data for the purposes mentioned above in order to perform its contractual rights and obligations as agreed with its customers, Article 6(1)(b) GDPR. To the extent that you as a data subject are not party to agreement between Kyocera and its customers, Kyocera processes your personal data based on its legitimate interests, Art. 6(1)(f) GDPR, which is Kyocera's contractual obligations to

perform DCP related services.

We have made a careful assessment of your fundamental rights and freedoms and our legitimate business interests and are continuously monitoring the balance. Should you however wish to object to the processing of your personal data please see the section 'Your rights' below. Since the processing of personal data is necessary for Kyocera to provide DCP, please note that your objection to the processing makes the use of DCP impossible for you.

### **3. WHO CAN WE SHARE YOUR PERSONAL DATA WITH?**

Your personal information can only be shared with:

- Google Cloud Japan G.K., Google data center in Belgium, for cloud hosting services in Belgium.
- KYOCERA Document Solutions Europe Management B.V., Branch Office Germany, for remote maintenance services and for the purpose of sending notifications.
- KYOCERA Document Solutions Europe Management B.V. Affiliates Companies, for the purpose of sending notifications. List of the Affiliates Companies can be found [here](#).
- KYOCERA Document Solutions, Inc., Japan for remote maintenance services, service security and improvement of the DCP.
- KYOCERA Document Solutions Development America, Inc. (CA, USA) for remote maintenance services.

To the extent we are required by law, regulation, or court order to disclose your personal data, we may have to share your personal data in compliance with that law, regulation, or court order.

### **4. INTERNATIONAL TRANSFERS**

Where we transfer (see above who we can share your personal data with) your personal data to a service provider which is based in a country that does not provide 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 group company or third party through the conclusion of Standard Contractual Clauses as adopted by the European Commission and supplementary measures. A list of countries that have ensured an adequate level of protection according to the European Commission can be found [here](#). You may request a copy of

the Standard Contractual Clauses by sending us an email, motivating your request. Alternatively, we may ask you for your explicit consent to the proposed transfer.

## **5. SERVICES OR PRODUCTS OFFERED ON DCP**

If you sign into a service or product offered on DCP with your DCP account, the terms of use and privacy terms of the third party service or product will apply.

## **6. FOR HOW LONG DO WE KEEP YOUR PERSONAL DATA?**

Where possible, we have set specific retention periods for keeping your personal data. These specific retention periods are stated below, or we shall communicate these to you at or before we start processing your personal data.

Where it is not possible for us to use set retention periods, we have stated below the criteria that we use to determine the retention periods.

### [Specific retention periods](#)

[Purpose \(A\), \(B\), \(E\) and \(F\)](#). We shall keep your personal information related to your user account as long as you have your user account with us. If you don't activate your user account within 7 days of creation of the account, we shall erase it. Further, we delete your user account when your organization ceases to use DCP.

[Purpose \(C\)](#). For remote maintenance and support services, KYOCERA may have access to personal data. Personal data that is processed for remote maintenance services will be deleted 7 days after completion of the services.

[Purpose \(G\)](#) . We shall keep your personal information related to your user account as long as you have your user account with us.

[Purpose \(H\)](#). To meet any applicable law, regulation, legal process KYOCERA processes your personal data as long as required by law.

### [Criteria for determining retention periods](#)

In any other circumstances, we use the following criteria to determine the applicable retention period:

- The assessment of your fundamental rights and freedoms;
- The purpose(s) of processing your personal data. We shall not keep your personal data longer than is necessary for the purpose(s) we collected it for.
- Any relevant industry practices or codes of conduct on keeping personal data;
- The level of risk and cost associated with keeping your personal data (accurate and up-to-date);
- Whether we have a valid lawful basis to keep your personal data;

- The nature, scope and context of processing of your personal data and our relationship with you;
- Any other relevant circumstances that may apply.

In any case, we shall keep your personal data in compliance with applicable legal requirements and we make periodical reviews of the personal data we hold.

## **7. WHICH TECHNICAL AND ORGANIZATIONAL MEASURES WE HAVE TAKEN**

We take the security of your personal data very seriously and take all reasonable efforts to protect your personal data from loss, misuse, theft, unauthorized access, disclosure or modification.

## **8. YOUR RIGHTS**

You have certain legal rights that we wish to inform you of. The processing of personal data is necessary to achieve the above-mentioned purposes for KYOCERA to comply with its contractual obligations towards its customers. Where KYOCERA processes your personal data as Data Processor, KYOCERA is obliged to liaise with your organization before realizing your request.

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

**Rectification.** You have the right to have your personal information 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 information yourself.

**Right to be forgotten.** You have the right to have your personal information 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, you have the option to erase your personal data yourself, in which case all your personal data is permanently deleted. In order to prevent that the user account will be deactivated, alternative contact details shall be provided.

**Restriction of processing.** You have the right to request that we restrict the processing of your personal information based on specific grounds. These are (1) the time for us to verify the accuracy of your personal information on your request; (2) instead of erasure of unlawful processing, you request restriction of use instead; (3) you need personal information 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 information 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 information based on your objection, unless we demonstrate compelling legitimate grounds overriding your interests, rights and freedoms or if we need your personal information in legal proceedings.

**Data portability.** We are required to inform you of your right to receive your personal information from us so that you can transmit that personal information to another service provider.

**Consent withdrawal.** If you have supplied us with your personal information based on your consent, you have the right to withdraw such consent at any time. You may do so by sending us an email to the applicable privacy email address as stated below. We shall then permanently remove your personal information from our database.

**Lodging a complaint.** You have the right to lodge a complaint with a supervisory authority, in particular in the country of your residence, about our processing of your personal information. You can find a complete list of supervisory authorities [here](#).

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

At KYOCERA we have a network of privacy professionals available, including Data Protection Officers, 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:

KYOCERA Document Solutions Europe Management B.V.

Attn.: Data Protection Officer

Beechavenue 27,

1119 RA Schiphol-Rijk

The Netherlands

e: [privacy@deu.kyocera.com](mailto:privacy@deu.kyocera.com)

Or use our data subjects' request form available at

<https://www.kyoceradocumentsolutions.eu/en/footer/data-request.html>

## **10. CHANGES TO THIS PRIVACY STATEMENT**

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