

PRIVACY POLICY

Food Experts S.L. (hereinafter, **FEXP**) take protection of your personal data very seriously.

FEXP is a global organisation and for us it is important that the personal information of our users is handled in accordance with the European General Data Protection Regulation (GDPR), even if the users are not based in the European Union (EU).

The European General Data Protection Regulation, applicable as from 25 May 2018, strengthens citizens' fundamental rights in the digital age. Under the GDPR you have the right to know what personal data we store, you may ask us to correct or even delete them at any time.

1 Scope

This Privacy Policy describes how FEXP collects, processes and protects personal data about you, how we use and protect this data, and your rights in relation to this information.

This Personal Data Protection Policy applies to all personal data collected or processed by Food Experts, including data captured by the FEXP online platform located at www.food-experts.com (hereinafter, **FEXP Platform** or **Platform**).

Personal data means any information relating to an identified or identifiable natural person, such as your name, address, email addresses or user behaviour.

2 Summary

What do we use your personal data for?

We will use the information you provide us to manage and maintain the business relationship, provide you with the services and send you news and information.

Why do we use your personal data?

We use your personal data to manage and maintain the business relationship, comply with our contractual obligations (that is, to provide you with the service), comply with our legal obligations and to exercise those legitimate interests provided by law.

You agree to be sent communications, information and newsletters of products and services, via mail or electronic, by FoodExperts, even after the commercial relationship is over. If you do not want to receive them, please inform customer.support@food-experts.com.

If you are a FEXP platform registered user: You agree to be sent communications from other registered users and from FEXP, as this is needed to provide the services and to meet the platform objective to facilitate communication and data exchange between registered companies and users. In addition, FEXP sends register users newsletters, technical updates (e.g. MRL changes) and other information. If you do not want to receive these, please change your [Notifications and alarms settings](#).

How long do we keep your personal data for?

The data provided will be kept as long as the commercial relationship is maintained or during the years necessary to comply with the legal obligations.

If you are a FEXP platform registered user: Contact details will be deleted from our systems for those users with a cancellation date older than 6 years.

We will store other contact data (e.g. business contacts, web contact template, etc.) until you request its deletion.

To whom do we communicate your data?

No data will be transferred to third parties, except in the case of legal obligation or if needed to provide you with the service (e.g. in case of sampling services the company contact data will be communicated to the sampling officers).

What are your rights?

You have the right to file a claim with the Spanish Agency for Data Protection. To exercise your rights to access, rectify and erase your data, limitation of your treatment, portability and/or opposition please send a written communication to the person in charge of the file: FOOD EXPERTS, S.L. (Ref. Data Protection) or customer.support@food-experts.com.

Who is the Controller for the treatment of your personal data?

The company responsible for the processing of your data is Food Experts S.L. (B-84818780)

3 Controller

Who is responsible for collecting and handling your data?

Identity (company name)	Food Experts S.L.
Fiscal ID Number (CIF)	B-84818780
Companies Registrar	Registrar: Madrid. Section 8. Page 417012
Address	Doctor Fleming 56, 1 Izq. 28036 Madrid. Spain.
Email	Customer.support@food-experts.com

Contact for Data Protection Matters and to the Data Protection Officer: Customer.support@food-experts.com

4 Categories of Data

FEXP collects and processes different categories of personal data depending on the service used by you.

FEXP Platform registered user

When you register with the FEXP platform we will collect your: **username, password, name, surname, work mobile phone, work email, work address, office phone, office fax** and **company you work for**. If you provide us with additional information such as photo/avatar, we will also process this information.

FEXP web contact form

When you contact us through our website contact form, we will collect your: **name, email-address** and **message**.

Please note that FEXP may receive messages that require translation. In such case, our employees use translation tools (e.g. Google translator) to process your inquiry. Thus, please ensure that you do not enter personal information into the message field of your inquiry.

Other business contacts

When you contact us through phone, e-mail, in person or any other business contact, we will collect the information you provide us. Typical information collected is name and surname, email, phone and company you work for, although other types of information provided by you could be collected.

5 Data storage

FEXP Platform servers are in the EU and subject to EU personal data privacy regulations. This excludes third-party services and contents, which we cannot make a statement on.

6 Purpose and Legal Basis for Processing

To the extent FEXP is required to process any of your personal data to comply with a legal obligation we are processing your personal data on basis of Art. 6 par. 1 c) General Data Protection Regulation (“**GDPR**”).

FEXP Platform registered user

FEXP needs to process your personal data to manage and maintain the business relationship, comply with our contractual obligations (that is, to provide you with the service), comply with our legal obligations and to exercise those legitimate interests provided by law.

Legal basis for processing your personal data is a service agreement, i.e. Art. 6 para 1 lit. b) GDPR. In case you submit additional data based on your consent, the legal basis for processing is Art. 6 para. 1 lit. a) GDPR.

FEXP web contact form

If you place an inquiry with us by using the contact form, FEXP needs to process your personal data to answer your request, manage and maintain the business relationship, comply with our contractual obligations (that is, to provide you with the service), comply with our legal obligations and to exercise those legitimate interests provided by law.

Legal basis for processing your personal data is a service agreement, i.e. Art. 6 para 1 lit. b) GDPR. In case you submit additional data based on your consent, the legal basis for processing is Art. 6 para. 1 lit. a) GDPR.

Other business contacts

FEXP needs to process your personal data to answer your request, manage and maintain the business relationship, comply with our contractual obligations (that is, to provide you with the service), comply with our legal obligations and to exercise those legitimate interests provided by law.

Legal basis for processing your personal data is a service agreement, i.e. Art. 6 para 1 lit. b) GDPR. In case you submit additional data based on your consent, the legal basis for processing is Art. 6 para. 1 lit. a) GDPR.

7 Recipients

FEXP employees will receive access to your personal data. Only relevant individuals, which act within their job description and have a need to know interest, will have access to your personal data.

We will not share your personal data with local authorities or courts except where we are required to do so by applicable law, a court order or a legally binding injunction.

Third party providers employees, as described below, may receive access to your personal data. Please note that such data processing done by third party providers is beyond FEXP control.

Except as mentioned below for sampling services in case your company is located outside the EU, FEXP will not transfer your personal data outside the EU. FEXP will transfer your personal data only if you are part of a sampling serviced as described below, when required to so by law or orders from the relevant authority.

Additional information relevant to FEXP Platform registered users

Your personal data is available through the Platform to your Company colleagues registered in the FEXP platform. Your personal data is NOT available to other registered users.

FoodSecuritas, independent residue monitoring schemes and sampling services (hereinafter “sampling services”): If your company is registered with a Sampling Service or supplies a customer that has contracted any of FEXP sampling services, the sample taker organization in your country will receive your Company contact details and contact person details.

8 Retention Periods for Personal Data

FEXP Platform registered user

The Company administrators of the FoodExperts site should deactivate or cancel the Company users as soon as appropriate (job change, employment ceases, etc.) to avoid un-authorized access to information.

Once a user has been cancelled by the Company administration it is no longer visible in the platform and it will not receive any new communications, nevertheless it is a logical deletion and data is still stored in the system.

FEXP will delete (physical deletion) personal data for those users with a cancellation date older than 6 years.

FEXP web contact form

Personal data you provide us through the web contact form will be stored until you request its deletion.

Other business contacts

Personal data you provide us will be stored until you request its deletion.

9 Online payment

Users of the FEXP platform can pay online. The online payment data is strictly separated from the registration data. Payment data is **not stored by us**. Users that pay online are re-directed to the payment gateway for credit check and the initiation of the payment process. Payment data, such as credit card details, are captured by the payment gateways.

We use as payment gateways: **Paypal** and **Santander Elavon Merchant Services** ([Banco de Santander](#) payment gateway). The payment gateways privacy policies are out of FEXP control and can be found in the payment gateway webpages:

- Paypal: www.paypal.com
- Santander Elavon Merchant Services: www.santanderelavon.com

10 Integrated Third Party Providers

There may be cases where we embed third-party content, such as YouTube videos, Google Maps material or graphics from other websites into the FEXP platform and webpages. For this, it is necessary that the providers of these contents (hereinafter referred to as “third-party providers”) register the user’s IP address, as they would not be able to transmit the content to the respective browser without it. The IP address is therefore required to display these contents.

Please note, that it is beyond FEXP control how long and in what way Third Party Service providers will retain your data. For further information concerning purpose and scope of data collection and processing, please visit the third-party providers website.

10.1 YouTube Videos

FEXP may integrate videos in the Platform and in our website, which are stored on <https://www.youtube.com/>. These videos can be played on our website. When you visit the FEXP website or Platform, YouTube receives information on what particular website you visit. Your personal data is transmitted to YouTube. Such transmission takes place, regardless if you are logged into your YouTube account, or if you do not maintain such account. If you are logged into your YouTube account, your personal data will be matched with your YouTube profile. If you do not wish that your personal data is being matched with your profile, you should log out of your YouTube account prior to activating a YouTube video.

Legal basis for integration of YouTube Videos into our website is Art. 6 para. 1 lit. f) GDPR. FEXP uses YouTube videos to make our website more interesting to you and to integrate a service with which users may receive useful information about our services.

YouTube stores your data as a user profile and uses your personal data for advertisement, market research and/or need-based design of its website. Evaluation of such personal data is done, even of user who were not logged into YouTube, for need-based advertisement and to inform other YouTube users of your activities on our website.

For further information concerning purpose and scope of data collection and processing, please visit <https://policies.google.com/privacy?hl=en>.

You have a right to object to such processing of your personal data, however, you will have to address such right to YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, USA.

10.2 Google Maps

The FEXP platform uses Google Maps API applications. This enables us to display interactive maps directly on the website and enables you to conveniently use the map function. We use Google Maps to allow registered users to search their location, address and geo-position, translate geo-positions into addresses and addresses into geo-positions.

You can view Google's Terms of Use here: <https://policies.google.com/terms?hl=en>

You can find Google's privacy policy here: <https://policies.google.com/privacy?hl=en>

10.3 Google Translation api

The FEXP platform uses Google translate API to allow register users to automatically translate free texts inputted by other users into their language. The free-text fields can be sent to Google for translation if required by another registered user. Please ensure that you do not enter personal information into the FEXP platform free-text fields.

You can view Google's Terms of Use here: <https://policies.google.com/terms?hl=en>

You can find Google's privacy policy here: <https://policies.google.com/privacy?hl=en>

10.4 Piwik

The FEXP platform uses Piwik, an open-source software for statistical analysis of user accesses. Piwik uses "cookies" (text files that are saved on the user's computer) which allow the analysis of the use of the webpage. The information about the use of web page and Platform generated by the cookie is saved on the Platform servers (located in the EU). The IP address is anonymized directly after its use and before it is stored. Users can prevent the installation of cookies through certain settings in their browser software; but the provider reminds the users that, in this case, they might not be able to make use of all the website's features.

11 Statutory/contractual requirements

You may choose not to provide your personal data or provide incomplete personal data. However, you should be aware that you may not be able to use all of the functionalities of our website; where we ask for consent and you choose not to provide it, we may not be able to provide you with the information or service requested.

12 Your Rights

You are entitled to obtain information on any stored personal data relating to you upon request and free of charge. Furthermore, you have the right to correct, disable, and delete your personal data, unless there is legal obligation for it to be archived.

13 Updates and other issues

We will update our data privacy policy from time to time as needed. Any changes will be announced on this page. Our users should visit this page from time to time, to keep up-to-date regarding our data privacy terms.

In case of discrepancy between translations, the Spanish version of the data privacy policy shall prevail.