

Privacy policy

Simple IP

Protecting the privacy of your individual Personal Data is important to us. Dennemeyer TechSys S.A. is part of the Dennemeyer Group which includes all our offices worldwide. This Simple IP Privacy Policy (“*Privacy Policy*”) will explain what Dennemeyer does with your Personal Data when you use the Simple IP platform. It also provides information on the type of data we collect, the purposes for which we use Personal Data, the rights you have with respect to your Personal Data, and the parties with which we share Personal Data, where applicable, always in accordance with applicable data privacy laws and regulations, which include the General Data Protection Regulation 2016/679 (“*GDPR*”) effective since May 25th, 2018. When using the term “*Personal Data*” in our Privacy Policy, we mean information that relates to you and allows us to identify you, either directly or in combination with other information that we may hold.

We control the ways your Personal Data are collected and the purposes for which we use your Personal Data acting as “data controller” for the purposes of the GDPR.

1 Contact details

The controller pursuant to Art. 4 (7) GDPR is Dennemeyer TechSys S.A. (Société anonyme), 55 rue des Bruyères, L-1274, Luxembourg, Telephone: +352 499841-1, E-Mail: info@dennemeyer.com, (see our Legal Information).

You can address any question with regard to this policy and privacy aspects in general to:

dataprivacy@dennemeyer.com.

Dennemeyer TechSys S.A. may share your Personal Data with its affiliated companies (collectively “Dennemeyer IP Group”, detailed list of entities can be consulted (<https://www.dennemeyer.com/about/offices/>)).

2 Policy Updates

This Privacy Policy is updated from time to time and was last updated on May 01st, 2026.

3 Personal Data we collect and extent of data processing

3.1 Types of Personal Data we process

- Identification information (such as first name, family name, date and place of birth, gender).
- Business contact information (such as phone and fax numbers, email address, country of residence).
- Publicly available information (such as LinkedIn profile, etc.)
- Financial information (such as identification and number of bank account, notably linked to billing).
- Personal information provided to us by or on behalf of our customers or generated by us in the course of providing services.
- Other relevant personal details (such as nationality, citizenship, job title, function within a company, preferred language).
- Content you provide (such as CV, education history, comments, responses to questions).
- IP addresses.

3.2 Information automatically collected

When interacting with Simple IP we automatically collect information about you.

Subject to subsection 7 and 10 below, this information may include the IP address from which you access Simple IP and:

- Login date/time

- Previous login date/time
- Amount of time you spend navigating through the various areas of the application
- Number of logins
- Number of failed login attempts
- Version, browser and the operating system used
- Date/time when user request access (e.g. user request access to EP Validation app)
- Date/time when user access a certain service (e.g. user access Portfolio app)
- All requests that are sent through the contact us feature incl.
 - Type of request
 - Recipient
 - Date/time
 - Content of message
 - Attached documents
 - Call back number
- Documents that are uploaded by a user incl.
 - Date/time
 - Type of document

The above information is collected automatically and stored on Dennemeyer's server and is used for the purpose of checking the system performance or popular site sections, to optimize the site, provide more useful content and to analyse patterns of usage. In addition, this information is used to improve your access to the site.

3.3 Extent and legal basis

Dennemeyer has a legitimate interest in collecting this information for the purposes indicated above. However please note that:

- this information permits the identification of a data subject only under certain circumstances; and
- you can prevent storage of cookies by choosing a "disable cookies" option in your browser settings.

In case where there is no legitimate interest, we only process your Personal Data if and to the extent applicable law provides a lawful basis for us to do so which include that:

- You have consented to us doing so, or
- We need it to perform the contract we have entered into with you; or
- We need it to comply with a legal obligation or perform a task carried out in the public interest; or
- We (or a third party) have a legitimate interest which is not overridden by your interests or fundamental rights and freedoms. Such legitimate interests may for instance be the provision of services by us, administrative or operational processes and direct marketing, the sharing of Personal Data within the Dennemeyer IP Group or
- You have made an information request to us; or
- You wish to attend an event (offline or online) organized by us; or
- You participate in one of our surveys or blogs; or
- You subscribe to our newsletter.

4 Purpose for the processing of your Personal Data

We only process Personal Data where we have a legitimate interest in accordance with Art. 6(1)(f) GDPR for doing so or you gave us your prior consent in accordance with Art. 6(1)(a) GDPR and only process Personal Data which is relevant and necessary to achieve the intended purpose for the processing of your Personal Data. The purpose for the processing of Personal Data performed by us will always be one of the following, depending on the processing concerned, nature of Personal Data and data subjects:

- To establish, administer and implement a business relationship;
- To approach interested parties including information on current IP-related developments and our range of services (Marketing);
- To provide our services to you and manage our relationship with you, including communicating with you in relation to the products and services you obtain from us;
- To fulfil our administrative purposes and protect our business interests;
- To comply with our legal obligations (e.g. laws of the financial sector, anti-money-laundering and tax laws), including disclosures to tax authorities, financial service regulators and other regulatory and governmental bodies, and investigating or preventing crime;
- To ensure the safety of our clients, employees and other stakeholders;
- To provide and improve SimpleIP, including auditing and monitoring its use;
- Any other purposes we notify to you from time to time.

5 SSL or TLS encryption

To protect your information during transmission, this website uses industry-standard TLS (Transport Layer Security) encryption. This creates a secure connection between your browser and our servers, signaled by the 'https://' prefix and the lock icon. While this encryption is designed to prevent unauthorized third parties from intercepting your data while in transit, please note that no method of electronic transmission is 100% secure.

6 Your rights

We would like to make sure you are fully aware of all of your data protection rights. Every user of Simple IP is entitled to the following:

6.1 Right to access

You have the right to obtain from us confirmation as to whether or not Personal Data concerning you is being processed and, where that is the case, you have the right of access to the Personal Data. We shall provide you with a copy of the Personal Data undergoing processing and, for any further copy requested, we may charge a reasonable fee.

6.2 Right to rectification

You have the right to request that we correct any Personal Data concerning you that you believe to be inaccurate. You also have the right to request us to complete information you believe is incomplete.

6.3 Right to erasure

You have the right to request that we erase your personal data. We can refuse to erase your data (1) when processing your data is necessary for exercising the right of freedom of expression and information; (2) when we are legally obliged to process your data; (3) when keeping your data is necessary for establishing, exercising or defending legal claims. or (4) when keeping your data is required for the provision of services we requested from us.

6.4 Right to restrict processing

You have the right to request that we restrict the processing of your Personal Data; in this case, we would keep your Personal Data but refrain from using it during the period for which you exercise your right.

6.5 Right to object to processing

You have the right to object to our processing of your Personal Data. However, we may remain able to process your Personal Data if we have a compelling legitimate ground for the processing or for the establishment, exercise or defense of legal claims.

6.6 Right to data portability

This only applies to Personal Data we are processing based on your consent. You have the right to request that we transfer the Personal Data we have collected to another controller, or directly to you.

6.7 Exercise of your rights

If you make a request to exercise any of the rights mentioned above, we have one month to respond to you. Should your request be manifestly unfounded or excessive, we may either charge a reasonable fee or refuse to act on the request.

To exercise any of your rights, please send your request to dataprivacy@dennemeyer.com.

7 Your right to complain

You may also lodge a complaint with the data protection authority in Luxembourg, the *Commission Nationale pour la Protection des Données* (the "**CNPD**"), or with your local data protection authority if you do not reside in Luxembourg. The CNPD can be contacted as follows:

- Telephone: (+352) 26 10 60 - 1
- Website: <https://cnpd.public.lu/en.html>
- Web form: <https://cnpd.public.lu/en/particuliers/faire-valoir/formulaire-plainte.html>
- Address: 1, avenue du Rock'n'Roll, L-4361 Esch-sur-Alzette, Luxembourg

8 Cookies and how we use them

Simple IP uses cookies, which are necessary for the construction of the platform, and cookies that collect data for analysis purposes. We use the cookies to personalize content and ads, provide social media features and analyze traffic on Simple IP. You consent to our cookies to the extent you accept certain cookies through the "manage preferences" button or the "accept all" button in our cookie banner.

Cookies are small text files that can be used by websites to make a user's experience more efficient. We use required, statistic and marketing cookies.

Required cookies help make Simple IP usable by enabling basic functions like page navigation and access to secure areas of Simple IP. Simple IP cannot function properly without these cookies.

Statistic cookies help us to understand how visitors interact with Simple IP by collecting and reporting information anonymously.

Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.

You can find the currently applicable and updated cookies used on our website here: <https://app.simpleip.com/cookies>

You can manage your cookie preferences at any time and change or withdraw your consent from the cookie banner on Simple IP and your own browser settings.

For analytics purposes, Simple IP uses Matomo, a web service provided by InnoCraft Limited, Google Analytics, a web service provided by Google, Inc. ("Google") and Hotjar, a web service provided by Hotjar Limited to analyze user interactions with Simple IP.

Matomo uses "cookies" to help Dennemeyer analyze how visitors use this website. To learn how Matomo works and uses your personal information, please see the following link: <https://matomo.org/privacy/> Data is stored on Dennemeyer servers. We process this data based on your consent, which you can manage via the cookie banner or your browser settings.

Google Analytics uses "cookies" to help Dennemeyer analyze how visitors use Simple IP. To learn how Google Analytics works and uses your personal information please see the following link: support.google.com/analytics/answer/6004245

Hotjar uses "cookies" to help Dennemeyer analyze how visitors use this website. To learn how Hotjar works and uses your personal information, please see the following link: <https://www.hotjar.com/legal/policies/privacy> Data is stored on Hotjar's servers within the European Union.

Please note, that the data collected through these services is not anonymized by default and may include identifiable usage information such as IP addresses and session behavior. This data is transmitted to servers operated by Matomo, Google and/or Hotjar.

9 Technical and organizational measures to protect your Personal Data

Ensuring that Personal Data is appropriately protected from data breaches is a top priority for Dennemeyer. We have adequate technical and organizational security measures in place (such as, Physical Access Control, System Access Control, Data Access Control, Transmission Control, Data Backup, Data Segregation) to ensure a level of security appropriate to the risks represented by the processing and the nature of the Personal Data to be protected.

Access to Personal Data is permitted to employees of the Dennemeyer IP Group for the sole purpose of performing professional services and providing you with Simple IP. They are subject to confidentiality obligations and are provided with training in order to maintain and develop their practical skills and knowledge on data protection matters.

10 Sharing your Personal Data

Insofar as you have provided your explicit consent or when we are otherwise legally entitled to do so according to applicable data protection laws, we will share your Personal Data with the Dennemeyer IP Group, where applicable, for the purposes indicated above.

In connection with the operation of Simple IP and the services provided by way of SimpleIP, Dennemeyer works with service providers such as hosting or IT maintenance service providers, for example.

These recipients may possibly be located in countries outside of the European Economic Area ("Third Countries"), in which applicable laws do not offer the same level of data privacy protection as in your home country. In such cases, Dennemeyer takes measures to ensure an appropriate level of data privacy protection, including but not limited to the execution of EU Standard Contractual Clauses.

Data is shared only in connection with and in compliance with applicable laws and regulations. We do not sell or otherwise market your Personal Data to Third Parties.

11 IP Addresses

Access to our website is logged for the purpose of security analysis reports and to defend against cyber-attacks. With the exception of the IP address, no Personal Data is ever collected or used in this connection. IP addresses are analyzed only in the event of a cyber-attack. Log data is promptly deleted on a regular basis.

12 Embedded web links

This website may contain links to other websites. Our Privacy Policy applies only to our website. Dennemeyer is not responsible for the privacy practices or for the content of other websites outside the Dennemeyer IP Group. If you click on a link to another website, you should read the privacy policy of such website.

13 E-mail Addresses

If you choose to give us your e-mail address, we will communicate with you via e-mail. We do not share your e-mail address with others outside the Dennemeyer IP Group. You can choose not to receive any more e-mail at any time.

14 Data Retention

Dennemeyer will retain your Personal Data as long as needed to fulfil the purpose for which it was processed or as required by applicable laws or regulations. Once the information collected is no longer needed, Personal Data will be securely deleted.

Where required, we may anonymise your Personal Data so that it can no longer be associated with you, in which case it is no longer considered as Personal Data. Upon expiry of the applicable retention period we will securely destroy your Personal Data in accordance with applicable laws and regulations.

If you are a customer, former customer, interested party or prospective customer or a contact person of one of the aforementioned, we store your Personal Data for marketing purposes until revocation or the revocation of your consent if the marketing measures were carried out based on your consent.

15 Protecting children's privacy

We do not knowingly collect Personal Data from children under the age of 13. If we learn that Personal Data was collected of a child under the age of 13, we will delete that data from our system in accordance with applicable laws and regulations.

16 Changes to your Personal Data

We are committed to keeping your Personal Data accurate and up to date. Therefore, if your Personal Data changes, please inform us of the change as soon as possible using the contact information provided below.

17 Questions and comments

Dennemeyer will respond to all legitimate requests for information and where applicable, to correct, amend, or delete your Personal Data. If you have questions or comments about our privacy practices or this Privacy Policy, please click on "[Contact](#)" to send us your questions or suggestions.