

Montblanc Summit App

Privacy Policy

Last updated: April 2020

About Montblanc and this Privacy Policy

Montblanc-Simplo GmbH has its registered offices at Hellgrundweg 100, D-22525 Hamburg. In this Privacy Policy, we use the term Montblanc (and "**we**", "**us**" and "**our**") to refer to the head office of Montblanc at the registered address above, our affiliates and our boutiques.

Please take a moment to read the following policy that explains how we collect, use, disclose and transfer any personal information that you provide to us as part of your use of the Montblanc Summit mobile application (together the "**Device**"), when you contact the Montblanc concierge by telephone, or when you interact with us over social media platforms.

You can find out more about terms governing the use of the Device in the Terms of Use in the settings of the companion app.

Updates to this Privacy Policy

From time to time we may update this Privacy Policy. When we do we will publish the changes on the mobile application.

Information you provide to us and how we use it

We do not collect or store any personal information about you in relation to your use of the mobile application.

When the Montblanc Summit device is turned on it will connect to the mobile application via Bluetooth. The Bluetooth connection will allow you to receive updates to the firmware of the Montblanc Summit and other functionalities offered by the mobile applications. This does not require any collection of personal information.

We will however collect personal information from you when you correspond with us (for example, if you contact us with a query about one of our products or services), when you provide your details when you contact the Montblanc concierge by telephone. Please note that calls to the Montblanc concierge will on occasion be recorded for security, training and development purposes.

If you choose to interact with Montblanc via a social media platform or other third party service, we will collect the information you have provided to us through that platform.

We will use the information we collect from you to:

- manage our accounts and records;
- deal with your enquiries and requests; and
- understand how the Device is used so that we can continuously improve the Device and services and other offerings.

We process this information with your consent, where you agreed to the use at the time it was collected (or if we subsequently obtain your consent). You may withdraw your consent at any time (for example, for us to send you marketing communications) by contacting us (see the section headed “*Contact us*” below). We also process your information where this is necessary for the performance of a contract with you or where it is necessary for our legitimate interests of operating, protecting and improving our business.

Sharing your information

We do not rent or sell personal information about you with other people or non-affiliated companies except under the following circumstances:

- to third party providers who provide services on our behalf;
- we will disclose your personal information to any law enforcement agency, court, regulator, government authority or other third party where we believe this is necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights or the rights of any third party; and
- we will disclose your personal information to any third party that purchases, or to which we transfer, all or substantially all of our assets and business. Should such a sale or transfer occur, we will use reasonable efforts to try to ensure that the entity to which we transfer your personal information uses it in a manner that is consistent with this Privacy Policy.

International transfers

Information we collect may be transferred to, stored and processed in any country or territory where one or more of our affiliated group companies or third party service providers are located or maintain facilities. Some of these third parties will use cloud-based storage solutions. While other territories may not have the same standards of data protection as those within your home country, we will continue to protect the personal information we transfer in accordance with this Privacy Policy.

Protecting your information

We want you to feel confident about using the Device, and we are committed to protecting the personal information we collect. We limit access to personal information about you to employees who reasonably need access to it, to provide products or services to you or in order to do their jobs. We have appropriate technical and organisational physical, electronic, and procedural safeguards to protect the personal information that you provide to us against unauthorised or unlawful processing and against accidental loss, damage or destruction. However, where we ask you to choose a password in order to access certain parts of the Device, you are responsible for selecting a secure password and keeping that password confidential. You should choose a password which you do not use on any other site, and you should not share it with anyone else.

Retaining your information

We keep your information for only as long as is necessary for our purposes, and in particular to protect ourselves in the event of a legal claim (for example, information relating to a contract with you will be kept for the lifetime of the contract and up to ten years after). After this period it will be deleted or in some cases anonymised. Where we sought your consent to process your personal information and we have no other lawful basis to continue with that processing, if you subsequently withdraw your consent we will delete your personal information.

Your choices

You have the right to ask for access to any personal information that we hold about you in our records, to correct any inaccuracies and to update any out-of-date information. In some circumstances, you may also have the right to request the erasure of your personal information or a restriction of its use.

If you have a concern about how we use your information, as a first step, please contact us using the details set out below and we will do our best to resolve your concern. After investigating your concern, we will respond to you in writing within a reasonable time setting out our proposed remedial action.

California Privacy Rights

This section applies solely to the personal information collected online and offline of California consumers (excluding our employees, applicants, staff and contractors). This section is intended to address the relevant notice requirements of the California Consumer Privacy Act of 2018 (the “**CCPA**”), and uses certain terms that have the meaning given to them in the CCPA.

- **Your information, sources and purposes:** Please refer to the sections above headed “Information you provide to us and how we use it” for a description of the personal information we may collect about you (or have collected in the preceding 12 months) and the sources of such information (such as directly from you and your device or through certain third parties). These sections also describe the purposes for which we may use or have used such information.

- **Sharing your information:** We may have shared your personal information with certain categories of third parties, as described in the section headed “*Sharing your information*” above.
- **Selling your information:** We have not sold personal information in exchange for monetary compensation.
- **Your rights:** Subject to exceptions under applicable law, you may have certain choices regarding our use and disclosure of your personal information, as described below:
 - **Access:** You have the right to request, twice in a 12-month period, that we disclose to you the personal information we have collected about you during the past 12 months and details regarding our collection, use, disclosure and sale, if any, of such information.
 - **Deletion:** You have the right to request that we delete certain personal information we have collected from you.
 - **Opt-Out of Sale:** We do not use cookies.

To exercise your rights, please contact us as described in the section headed “Contact Us” below. If you exercise your rights, we may require you to provide certain information to verify your identity (such as your name, email address, phone number and/or address) or the authority of any third person acting on your behalf.

- **No discrimination:** If you choose to exercise any of your rights under the CCPA, you have the right to not receive discriminatory treatment by us. This section is available in alternative formats upon request by contacting us as described in the section headed “*Contact Us*” below.
- **Personal, family and household clients:** In addition, under California Civil Code Section 1798.83, if you are a California resident and your business relationship with us is primarily for personal, family or household purposes, you may request certain data regarding our disclosure, if any, of personal information to third parties for the third parties’ direct marketing purposes. To make such a request, please send an e-mail message to our e-mail address below with “Request for California Privacy Information” in the subject line. You may make such a request up to once per calendar year. If applicable, we will provide you, by e-mail, a list of the categories of personal information disclosed to third parties for their direct marketing purposes during the immediately preceding calendar year, along with the third parties’ names and addresses. Please note that not all personal information sharing is covered by Section 1798.83’s requirements.

Children

The Device is not directed at anyone who we know to be under the age of 13, nor do we collect any personal information from anyone who we know to be under the age of 13. If you are under the age of 13, you should not use the Device and should not submit any personal information to us.

Contact us

If you have any questions or comments about this Privacy Policy, or privacy matters generally, please contact us at the address provided below. You can also use this address if you wish to request access to the personal data we hold about you.

If you have any questions about this Privacy Policy or the manner in which your information may be processed, please contact us at:

service@montblanc.com

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