

## Privacy Policy

### 1. Introduction

At Tactile, we place great importance on your privacy and the protection of your personal data. This Privacy Policy explains how we collect, use, store, and protect your data in accordance with the General Data Protection Regulation (GDPR) and other relevant legislation. By visiting our website and using our services, you agree to the practices outlined in this policy.

### 2. Controller of the Processing

Tactile is the controller responsible for processing your personal data. We are responsible for processing data we receive from you through our website, when you contact us, or when you use our services.

### 3. Data We Collect

We may collect the following categories of personal data:

- **Personal identification information:** such as name, address, email address, phone number, etc.
- **Financial data:** such as payment information for billing and order processing.
- **Technical data:** such as IP address, browser data, device information, and usage information of our website.
- **Transaction data:** such as details about your orders and transactions with Tactile.

### 4. How We Use Your Data

We use your personal data for the following purposes:

- To provide and manage our services, including processing orders, providing quotes, and delivering products.
- To communicate with you about your orders, services, and updates.
- To send you marketing communications about new products, services, or offers, for which we obtain your consent.
- To improve our website and services by analyzing usage data and feedback.
- To comply with legal obligations, such as for tax or accounting purposes.

## 5. Legal Basis for Processing

Our processing of your personal data is based on the following legal grounds:

- **Performance of a contract:** When we enter into a contract with you, we process the data necessary to perform that contract.
- **Consent:** For certain processing activities, such as receiving marketing communications, we obtain your explicit consent.
- **Legal obligations:** We process data to comply with laws and regulations, such as tax and accounting obligations.
- **Legitimate interest:** We may process your data based on our legitimate interest to improve and communicate about our services, provided that your rights and freedoms are not compromised.

## 6. Sharing Your Data

We only share your personal data with third parties in the following cases:

- **Service providers:** We use external partners (e.g., for payments, shipping, and IT support) who process your data solely for the execution of their tasks.
- **Legal requirements:** We may disclose your data if legally required, such as in response to a court order or a request from a government agency.
- **Transfers within the group:** We may share your data with affiliated companies for the purposes described in this policy.

## 7. Data Retention Period

We retain your personal data only as long as necessary for the purposes for which it was collected, or as required to comply with legal obligations. Once the data is no longer needed, it is securely deleted or anonymized.

## 8. Data Security

We take appropriate technical and organizational measures to protect your personal data against unauthorized access, loss, alteration, or destruction. Our systems are regularly reviewed and updated to ensure the highest security standards are maintained.

## 9. Your Rights

In accordance with the GDPR, you have the following rights regarding your personal data:

- **Right of access:** You can request a copy of your personal data that we have stored in our systems.
- **Right to rectification:** You can request to correct any inaccurate or incomplete data.
- **Right to erasure:** You can request the deletion of your data, provided this does not conflict with legal obligations.
- **Right to restriction of processing:** You can request to restrict the processing of your data, for example, when the accuracy of the data is contested.
- **Right to data portability:** You can request to receive your personal data in a structured, commonly used, and machine-readable format.
- **Right to object:** You can object to the processing of your personal data, for example, for direct marketing.

To exercise these rights, you can contact us using the details below.

## 10. Changes to This Privacy Policy

Tactile reserves the right to modify this privacy policy from time to time. We recommend that you review our privacy policy regularly to stay informed of any changes. We will highlight significant changes by posting a notice on our website or notifying you via email.

## 11. Contact Details

If you have any questions about this Privacy Policy or wish to exercise any of your rights, you can contact us at: [customercare@tactile.tools](mailto:customercare@tactile.tools).

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