



Qeeper and MyLocker companion app

Data Privacy Policy.

Introduction

Qeeper is an innovative and flexible solution for access control, developed and maintained by “Quispel Deurne B.V.”. The Qeeper locker management system is accompanied with the smartphone app called MyLocker, that is available for both Google Android® as well as Apple iOS® operating systems.

The system has been developed with the highest attention to the quality of development, deployment and security of data. In order to comply with the General Data Protection Regulation (GDPR) of the European Union, we have thoroughly reviewed the way in which we collect, transfer, store, use and delete the user’s personal data in order to ensure that the Qeeper system complies in all respects with the best practices for software development in this new era of Internet of Things (IoT).

During daily operations, Qeeper acts as a data processor and as a data collector on behalf of the customer. Data is entered into the system by the customer, and Qeeper takes care of the data storage and uses the data only to fulfill the core processes of the Qeeper system - the user authentication for access control purposes.

Our part in the storage and processing of data is strictly defined and described in this document. Below is a brief summary of the most important aspects of our data processing policy:

All customer data is stored on industry-standard, secure, isolated virtual cloud-based servers, which run on the world’s largest cloud computing service provider Amazon using their AWS infrastructure. AWS complies with the privacy laws and regulations of the European Union, is fully GDPR compliant, and Qeeper uses an AWS data center in Western Europe, Frankfurt.

Privacy Policy

This page is used to inform the MyLocker App users regarding our policies with the collection, use, and non-disclosure of Personal Information of our App users, as well as our full compliance with the GDPR requirements.

Your privacy is important to us. It is Quispel Deurne B.V. policy to respect your privacy regarding any information that the facilities, that use our smart locker systems, have shared with our Qeeper smart-locker system (and,

accordingly, our MyLocker mobile app) in order for us being able to provide our services to you, our system user. We only store the personal information when we absolutely need it to provide a service to you and to make sure that you are using our services in the intended and lawful way.

If you choose to use our App, then you agree to the collection and use of information in relation to this policy. The Personal Information that we collect is used only for providing the App. We will not use or share your information with anyone except as described in this Privacy Policy. We only retain collected information for as long as necessary to provide you with your requested service. What data we store, we'll protect within commercially acceptable means to prevent loss and theft, as well as unauthorized access, disclosure, copying, use or modification. We don't share any personally identifying information publicly or with any third-parties, except when required to by law.

You are free to exercise your rights to be forgotten by using the «Delete my account» function within the MyLocker app or Qeeper web interface, with the understanding that you will no longer be able to use the services provided by Qeeper smart-locker platform and it's MyLocker app. This feature fully complies with the European Union GDPR requirements.

Your continued use of the MyLocker app will be regarded as acceptance of our practices around privacy and personal information. If you have any questions about how we handle user data and personal information, feel free to contact us.

This policy is effective as of May 1, 2021.

Information Collection and Use

For providing the smart-locker access service, while using our App, your facility manager will provide us with certain personally identifiable information, including the following:

- e-mail (mandatory),
- name and surname (optional),
- phone number (optional).

The information that was added to our system will be retained by us as long as you will be using our Service, and it is used as described in this privacy policy document.

On-device data storage

MyLocker app keeps the session storage (unique authorisation token) for the duration of use to allow users to be logged in the system to have an instant access to their lockers for storage or parcel pickup.

Service Providers

All service providers used by Qeeper system are fully GDPR-compliant and certified. Following companies are involved in the Data processing, Data storage and providing a communication gateways:

Amazon Web Services,
MongoDB, Inc.,
Spryng B.V.,
Mailgun Technologies, Ltd.,
One Signal, Ltd.

Their third party services are employed to facilitate our Service and to perform Service-related services.

We want to inform users of MyLocker App that these third parties have partial access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf, like sending the push notifications, delivering notification emails and send notification SMS about locker alerts and parcel deliveries. However, they are obligated by contract not to disclose or use the information for any other purpose.

Security

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. Our App uses industry-standard HTTPS SSL/TLS 1.2+, alongside with SHA256 encryption to keep all communication between the Service and App secure and private.

Links to Other Sites

MyLocker App may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

These Services do not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page.

This policy is effective as of 2020-01-01

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at:

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