

Privacy Information Notice

This Privacy Information Notice provides you with information on how the companies of the group controlled by Flos B&B Italia Group S.p.A. collect and process your data. Depending on your location, various data protection laws may apply to the processing of your personal data, and different information may be required to be provided to you.

If you are in **the UK**: please refer to this [Privacy Notice](#).

Privacy Notice

This privacy notice (“**Notice**” or “**Privacy Notice**”) describes how **Flos B&B Italia Group S.p.A.** (“**FBB Group**”), **Louis Poulsen A/S** (“**Louis Poulsen**”) and the other Group Companies (as defined below) process your personal data collected through, *inter alia*, the website www.louispoulsen.com, (the “**Site**”), in Louis Poulsen directly operated stores (the “**Stores**”), and events to which Louis Poulsen takes part.

In this Notice:

“Affiliates”	means Louis Poulsen A/S affiliated entities listed in the Group Companies annex below and therefore part of the joint controllership regime for marketing and profiling activities
“Applicable Data Protection Laws”	means Regulation (EU) 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (“ GDPR ”), and any other applicable data protection legislation or equivalent provision
“Group”	means the group of companies from time to time controlled, directly or indirectly, by FBB Group
“Group Companies”	means the companies listed in the Group Companies annex below, that are the companies of the Group included in the joint controllership regime for marketing and profiling activities as set out in this Notice. This list can be updated from time to time to the extent that new companies become Group Companies or current companies exit the Group
“Personal Data”	means any information relating to an identified or identifiable natural person
“you” or “your”	refers to you as the natural person whose Personal Data are collected, when you either purchase a product through the Site or in a Store, or use a service offered by Louis Poulsen A/S and/or its Affiliates or visit the Site

1. Data Controllers and Processing activities

Under this Notice, there are different data controllership regimes depending on the data processing activity performed.

Each of the following sections describes the **processing activities** carried out by the Group Companies, detailing:



the **data controller**



the **categories of Personal Data**



the **purposes** of processing and the relevant **legal basis**



the applicable **retention period**

In case of joint controllership, an extract of the Joint Controllership Agreement is available upon request by writing at the following e-mail address: privacy@louispoulsen.com or privacy@flosbebitaliagroup.com.

1.1 When you purchase our products or services

 Controller	 Categories of Personal Data	 Purpose and legal basis of the processing	 Retention period
For purchases on our Site: Louis Poulsen	- Personal information (name, surname, tax code) - Country of residence - Zip code and postal address - Contact details (e.g. phone number, e-mail address) - Type of user (B2B or B2C) - For B2B customers: Profession, e-mail address, work e-mail address, work telephone number, name of the company/business/organization you work for - Invoice data - Payment data	Sale of products and provide sale and connected services, such as delivery services. Legal basis: performance of a contract. If you do not provide the data, the company will not be able to perform the contract.	Up to 10 years (for invoicing and accounting purposes) after the end of the contractual relationship. At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
For purchases in Store: Louis Poulsen		Provision of after-sale services including fraud prevention, returns, guarantee and customer support. Legal basis: performance of a contract. If you do not provide the data, the company will not be able to perform the contract.	1 year following completion of the purchase. At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
For after sale services: Louis Poulsen		Provision of customer satisfaction questionnaires and surveys. Legal basis: legitimate interest of the company to assess customer satisfaction, adequately balanced with your interests in light of the limits of the data processing. You may object to this processing, by writing to the contact details indicated in paragraph 6.	

1.2 When you create an account, contact us or request/subscribe to a service

 Controller	 Categories of Personal Data	 Purpose and legal basis of the processing	 Retention period
Louis Poulsen	- Personal information (name, surname) - Contact details (e-mail address, phone number, address) - Type of user (B2B or B2C)	Create and manage your personal account on the Site; manage your requests and/or manage your subscription to our services. Legal basis: performance of a contract. If you do not provide the data, the	Until you request the deletion of your account , or you unsubscribe to the service or as far as necessary to fulfill your request ,

	- Country of residence - For B2B customers: Profession, e-mail address, work e-mail address, work telephone number, name of the company/business/ organization you work for - In case of requests: any other information you may share with us necessary to handle your request	company will not be able to provide the service or handle your request.	depending on which is applicable. At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
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1.3 When you register to an event or otherwise meet us

The following applies when you **register to an event** of one or more companies of the Group, of the entire Group, or in which Louis Poulsen and/or the Group participates, either via an online form on the Site or directly on-site at the event or otherwise meet us (e.g., in-person meetings, networking events) and provide us with your business card or contact information for potential professional collaboration.

 Controller	 Categories of Personal Data	 Purpose and legal basis of the processing	 Retention period
Louis Poulsen	- Personal information (name, surname) - Contact details (e-mail address, phone number, postal address) - Type of user (B2B or B2C) - Country of residence - In addition for B2B customers: Profession, name of the company/business/ organization you work for	Manage your registration to the event. Legal basis: performance of a contract. If you do not provide the data, the company will not be able to register you to the event.	For the duration of the event. At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
Louis Poulsen	Image captured in photos and/or videos taken during the event	Use of your image, captured in photos and/or videos taken during the event, for the purposes specified in the release form for image usage that you signed or is made available to you. Legal basis: performance of a contract (release form).	For the duration established by the release form for image usage. At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.

Louis Poulsen	In case of B2B individuals, when you register to an event or meet us otherwise (e.g., in-person meetings, networking events) for a possible professional collaboration: • Qualification as B2B user • Personal information (name, surname) • Contact details (e-mail address, phone number, postal address) • Country of residence • Profession • Name of the company/business/organization you work for • Interactions with the individual	Limited to B2B/professional individuals: contact you to enhance or start business opportunities on a project-specific basis. Legal basis: legitimate interest of the controller. You have the right to object to this processing, by writing to the contact detail indicated in paragraph 6.	In case of B2B individuals who registered to an event: 7 years from the data collection In case of B2B individuals who met us otherwise (e.g., in-person meetings, networking meetings, etc.): 18 months from the last interaction with such B2B individual (e.g., exchange of emails). At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
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1.4 When you send your application/CV

The following applies when you submit your CV or send an application through the career section of the Site or to the companies of the Group, or in any other ways (e.g., via LinkedIn, via e-mail, headhunter agencies, etc.).

As part of the application and selection process, we do not normally ask you to provide us with Personal Data that may reveal your health conditions, religious beliefs, sexual orientation, trade union membership, political opinions, criminal record or criminal charges. **You are invited to not provide us with this kind of data.**

 Controller	 Categories of Personal Data	 Purpose and legal basis of the processing	 Retention period
Louis Poulsen and its Affiliates acting as joint controllers	• Personal information (name, surname) • Contact details (e-mail address, phone number, postal address, country of residence) • Data relating to your qualifications, education and professional career	Manage the application/CV received via the Site or another channel for the selection process. Legal basis: performance of pre-contractual activities. If you do not provide the data, the controller will not be able to handle your application process.	2 years from the date of collection, save for the applicability of the data retention period provided by the privacy information notice for employees and officers, if the

• Photograph/personal portrait (if contained in CV) • Date and place of birth (if contained in CV) • Other personal information included in the CV/application you sent us	Share the application/CV with other companies of the Group to enable them to consider the application/CV for the selection process within their entities. Legal basis: legitimate interest to optimize the selection process by companies of the Group, adequately balanced with your interests in the light of the limits of the data processing. You may object to this processing, by writing to the contact details indicated in paragraph 6.	candidate is hired. At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
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1.5 B2C marketing and profiling purposes

The following applies to **marketing and profiling** activities carried out in relation to you, when you qualify as a **consumer**, namely you act and purchase services/products for personal use and not for a business purpose.

We may collect this data directly from you or from our partners or other third-party entities, in compliance with Applicable Data Protection Laws requirements.

 Controller	 Categories of Personal Data	 Purpose and legal basis of the processing	 Retention period
Louis Poulsen and FBB Group acting as joint controllers	• Qualification as B2C user • Personal information (name, surname) • Country of residence, zip code and postal address • Contact details (phone number, e-mail address)	Marketing activities (i.e., newsletter, promotional communications via e-mail, SMS, and ordinary mail, surveys, market searches) relating to products, services and initiatives. Legal basis: your consent. If you do not provide your consent, you will not receive marketing communications.	7 years from the consent At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
	• Invoice data • Your preferences and interests • Your previous purchases and activities (including attendance to events) on the Site and in Store	Profiling activities Legal basis: your consent. If you do not provide your consent, no profiling activities will be performed.	7 years from the consent At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
	Broad and non-invasive categories, including:	Perform customer segmentation based on non-invasive categories of data.	7 years from the data collection

• Geographic area where you are located • Sales/purchase volume • Whether you are a consumer or a professional client	Legal basis: legitimate interest to understand the users' preferences and, if marketing consent has been given, provide communications of products /services/events that may be of interest to the consumer, based on a high-level and non-intrusive customer segmentation that adequately balances the interests of the subjects. You have the right to object to this processing, by writing to the contact details indicated in paragraph 6.	At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
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1.6 B2B marketing and profiling activities

The following applies to **marketing and profiling** activities carried out in relation to you, when you qualify as a **professional**, namely you act and purchase services/products for business purposes.

We may collect this data directly from you or from our partners or other third-party entities, in compliance with data protection law requirements.

 Controller	 Categories of Personal Data	 Purpose and legal basis of the processing	 Retention period
the Group Companies acting as joint controllers	• Qualification as B2B user • Personal information (name, surname) • Country of residence, zip code and postal address • Contact details (phone number, e-mail address)	Marketing activities (<i>i.e.</i> newsletter, promotional communications via e-mail, SMS, and ordinary mail, surveys, market searches) relating to products, services and initiatives. Legal basis: your consent. If you do not provide your consent, you will not receive marketing communications (unless the section below applies).	7 years from the consent At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
	• Invoice data • Your preferences and interests • Your previous purchases and activities (including attendance to events) on the Site and in Store	Profiling activities Legal basis: your consent. If you do not provide your consent, no profiling activities will be performed.	7 years from the consent At the end of the retention period, data may be alternatively deleted or irreversibly anonymized.
	Broad and non-invasive categories, including: • Geographic area where you are located	Perform customer segmentation based on non-invasive categories of data. Legal basis: legitimate interest to understand the users' preferences and, if also marketing consent has been given, to	7 years from the data collection At the end of the retention period, data may be

• Sales/purchase volume • Whether you are a consumer or a professional client.	provide communications of products /services/events that may be of interest to the consumer, based on a high-level and non-intrusive customer segmentation that adequately balances the interests of the subjects. You have the right to object to this processing, by writing to the contact detail indicated in paragraph 6.	alternatively deleted or irreversibly anonymized.
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1.7 Social plug-ins and cookies

The Site allows interactions with third-party websites and social networks (e.g., Facebook, Instagram) through hyperlink, sharing buttons, social plug-ins and other similar instruments. For the data processing activities carried out on third-party websites, please refer to the privacy information notices published therein.

The Site can also collect certain browsing information (e.g., IP address, device and browser, navigation on the Site) via **cookies** and other **tracking technologies**, also of third parties.

These data may be collected:

- to ensure the proper functioning and security of the Site;
- to improve the Site and for analytics purposes;
- for tracking and profiling purposes.

For more information on how these data are collected, please refer to the [Cookie policy | Louis Poulsen](#).

Louis Poulsen may also request to share pictures posted by you on social media in our channels, including our Site, in our newsletter, ads, store environment, social media etc. upon your consent.

For more information: [Louis Poulsen Community](#).

1.8 Comply with legal obligations, exercise/defend our rights and other purposes

This paragraph describes the processing operations carried out by FBB Group, Louis Poulsen and the other Group Companies for the purpose of exercise of their rights before a competent authority or to comply with legal obligations imposed on them.

 Controller	 Categories of Personal Data	 Purpose and legal basis of the processing	 Retention period
the Companies of the Group (each acting as autonomous / joint controller depending on the purpose of the data processing)	Personal Data collected according to the previous sections.	Exercise and/or defense of a right before a competent authority (e.g. judicial, administrative) Performance of business operations (e.g., mergers and acquisitions)	Statute of limitations , time strictly necessary to perform internal auditing, reporting and other business/organizational purposes (whichever shorter) and, in any case, retention shall not exceed

activity for which the Personal Data are collected)		Internal auditing, reporting and other business/organizational purposes. Legal basis: legitimate interest of the controller. You have the right to object to this processing, by writing to the contact detail indicated in paragraph 6.	10 (ten) years from the termination of the contractual relationship, unless further retention is necessitated by ongoing disputes and/or retention period established for the fulfillment of the purposes listed in the previous sections.
	Personal Data collected according to the previous sections.	Compliance with a legal obligation Legal basis: need to comply with a legal obligation.	Time necessary for the purpose of complying with the legal obligation

2. How your Personal Data are processed

Your Personal Data are processed through computer, automated and/or paper forms in compliance with the principles and provisions of the Applicable Data Protection Laws.

Personal data are collected, elaborated, transferred and stored by using appropriate security measures (physical, logical and organizational) to protect them from possible breaches (such as destruction, loss, alteration, unauthorized disclosure or accidental or unlawful access to such personal data) and to ensure that processing is carried out only for the purposes described in this Notice.

3. Who your Personal Data can be disclosed to

Your Personal Data may be disclosed to third parties, where strictly necessary for each purpose of processing described in the previous paragraphs, in particular:

Service providers	Companies of the Group	Payment service providers	Other third parties
Companies of the Group and third-party entities providing specific services in the marketing, market research, IT management and support, logistics, administrative, e-commerce, purchasing, customer care, events and public relations, compliance, insurance, HR, and accounting area (e.g., IT consultant and system integrators, e-commerce and CRM platforms, customer care service providers,	Companies of the Group – <u>other than those acting as joint controllers and listed in the Group Companies annex</u> – to process them for their own business and marketing purposes, if you <u>provided your consent</u>, where required. Companies of the Group interested in receiving CVs/applications you sent us.	Providers of payment services or payment gateways/platforms used to purchase products through the Website (e.g. PayPal, Adyen, credit card service providers, banks, financial intermediaries, etc.).	• Our direct or indirect shareholders; • Third parties in the context of mergers /acquisitions/other extraordinary transactions that may involve the companies of the Group; • Independent professionals, such as lawyers and auditors; • Judicial and/or administrative authorities, law enforcement agencies.

providers of reserved areas in the websites, etc.).

These third parties have been appointed data processors.

You may request more detailed information on those subjects to whom your Personal Data may be disclosed by writing to the contact details as indicated in paragraph 6 (“*How to exercise your rights*”).

4. Transfer of Personal Data outside the EEA

For the purposes of the processing described in this Notice, **your Personal Data may be transferred to countries outside the European Economic Area (“EEA”)**, including the **United States**, the **People’s Republic of China**, and **Singapore**.



If that is the case, we ensure that all possible transfers outside the EEA will be made in such a way as to **guarantee the full protection of your rights and freedoms**. If no adequacy decision has been taken by the European Commission, the data transfers will be carried out by relying on appropriate safeguards, including conclusion of **Standard Contractual Clauses**.



Please note that the United States, Japan, the United Kingdom, Switzerland and South Korea, countries in which some of the companies of the Group are established, benefit from **adequacy decisions** of the European Commission and therefore your data can be shared with those jurisdictions based on the adequacy decision.

5. Your rights

In accordance with the Applicable Data Protection Laws, and in particular with the provisions of the GDPR, **your rights in relation to the Personal Data that we process** under this Notice are the following:

	Access	you can obtain information about the processing of your Personal Data and a copy of that Personal Data.
	Rectification	if you believe that your Personal Data is inaccurate or incomplete, you may request that such data be corrected or modified by following your instructions.
	Erasure	except as provided for by applicable laws, you have the right to request the erasure of your Personal Data, when: (i) the data are no longer necessary for the purposes for which they were collected and processed; (ii) you withdraw your consent to the processing if processing is based on your consent; (iii) you object to the processing for direct marketing purposes or to the processing carried out for other purposes and there are no overriding legitimate grounds to continue with the processing; (iv) your data are processed unlawfully; (v) the erasure is required by law.
	Restriction	you may request the restriction of the processing of your Personal Data where: (i) you contest the accuracy of the Personal Data for the period necessary to verify their accuracy; (ii) the processing is unlawful and you request the restriction of their use instead of erasure; (iii) the controllers no longer need the Personal Data for the purposes of the processing, but you require them for the establishment,

		exercise or defense of legal claims; (iv) you have objected to processing pursuant to Article 21(1) pending the verification whether the legitimate grounds of the controller override yours.
	Object	on grounds relating to your particular situation, you have the right to object to the processing of your Personal Data based on the legitimate interest of the controllers and the controllers will continue to process your data only if there are compelling legitimate grounds for the processing which override your interests, rights and or for the establishment, exercise or defense of legal claims. Your right to object to direct marketing purposes can be exercised at any time. Your objection to processing carried out through automated means is also valid for processing carried out with traditional means.
	Withdrawal of consent	if the processing of your Personal Data is based on consent, you have the right to withdraw your consent at any time.
	Data portability	where the processing is based on consent or on a contract and is carried out by automated means, you have the right to obtain in a structured format, commonly used and machine-readable format the Personal Data you provided us with and, where technically feasible, to have them transmitted to another data controller.

6. How to exercise your rights



To exercise your rights, and for any query or clarification on how your Personal Data are processed and used pursuant to this Notice, you can contact privacy@louispoulsen.com and/or privacy@flosbebitaliagroup.com (the latter e-mail address to be used only in connection with B2C or B2B marketing or profiling purposes).



You may also at any time lodge a complaint with the Competent Data Protection Authority or bring an action before the competent national courts.

7. Changes to this Notice

This Notice is subject to periodic updates. To this end, we indicate the last update date at the beginning of this Notice, and we recommend to regularly consult this Notice. If you have already submitted your Personal Data, any change that substantially affects the processing of Personal Data, will be communicated to you through the appropriate channels to ensure that you are effectively aware of the way your data is processed, with a view to full transparency of the processing operations and full and adequate protection of your rights.

Group Companies

The Group Companies for the purposes of the joint controllership regime for marketing and profiling activities covered by this Privacy Notice are the following:

1. Flos B&B Italia Group S.p.A.	with registered office at Via dei Mercanti 12, 20121, Milan (Italy)
2. Flos S.p.A.	with registered office at Via Angelo Faini, 2 – 25073 Bovezzo (Brescia) and the following Affiliates: • Antares Iluminación Sau, Calle Mallorca N. 1 - Polígono Industrial De Reva, Riba-Roja De Túria - 46394 Valencia (Es) • Flos Benelux Nv, Bdc/Esplanade, 1 Bus 95 - 1020 Brussel (Be) • Flos France Sas 20-22, Passage Dauphine - 75006- Paris (Fr) • Flos Gmbh, Hitdorfer Straße 10, 40764 Langenfeld (De) • Flos Bv, Cruquiusweg 109 S - 1019 Ag Amsterdam (NI) • Flos Scandinavia As, Kuglegårdsvej 13-17, 2450 Koebenhavn (Dk) • Flos Sverige AB, c/o Aspia AB Pontus Falck Box 1017 SE-251 12 Helsingborg (Sw) • Flos Norge As, Sjolyst Plass 4 - 0278 Oslo (No) • Flos UK Ltd, Crown Chambers, Princes Street, Harrogate, North Yorkshire - Hg1 1nj (Gb) • Flos Japan Co. Ltd, 1-23-5, Higashi-Azabu, Minato-Ku, Tokyo, 106-0044 (Japan) • Flos U.S.A. Inc., New York, 36 E 31st Street, Suite 402, NY 10016 (USA) • Antares Iluminacion Pte. Ltd., 50 Raffles Place#30-00 Singapore Land Tower, Singapore 048623
3. B&B Italia S.p.A.,	with registered office at Via Alessandro Manzoni, 38, 20121, Milan (Italy) and its Affiliates: • Arc Linea Arredamenti Spa, Viale Pasubio 70, 36030 Caldogno (Italy) • B&B Italia London Ltd 250 Brompton Road, Cross SW3 2AS, London (UK) • B&B Italia München GmbH, Maximiliansplatz 21, 80333 München (Germany) • B&B Italia Paris S.à.r.l., 3 Rue du Colonel Moll, 75017 Paris (France) • B&B Italia USA, Inc., 150 East 58th Street, New York (USA)
4. Louis Poulsen A/S	with registered office at Kuglegårdsvej 19-23, DK-1434, Copenhagen (Denmark) and its Affiliates: • Luminous Designs Investment ApS, Kuglegårdsvej 19 - 1434 Copenhagen (Denmark)

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- **Louis Poulsen Germany GmbH**, Grünstraße 15, D-40212 Düsseldorf – c/o Mindspace Germany GmbH (Germany)
 - **Louis Poulsen Sweden AB**, Box 23013 S-104 35 Stockholm (Sweden)
 - **Louis Poulsen Norway AS**, Lysaker Brygge 37/39 N-1366 Lysaker (Norway)
 - **Louis Poulsen Finland Oy**, Kyllikinportti 2 FIN-00240 Helsinki (Finland)
 - **Louis Poulsen Japan Ltd.**, 3F/4F AXIS Bldg., 5-17-1 Roppongi, Minato-ku, Tokyo, 106-0032, Japan
 - **Louis Poulsen Holland BV**, J.A. van Seumerenlaan 7, 1Hg, 1422XS Uithoorn, Nederland (The Netherlands)
 - **Louis Poulsen Switzerland AG**, c/o Berater & Partner AG, Töpferstrasse 5 - CH-6004 Lucerne (Switzerland)
 - **Louis Poulsen USA, Inc.**, 36 East 31st Street, Floor 4, New York NY 10016, USA
 - **Louis Poulsen UK, Ltd.**, c/o Goodwill Limited, 20 Red Lion Street, WC1R 4PS, London (UK)
 - **Louis Poulsen Asia Pte**, 5 Purvis Street, #01-02, Singapore 188584 (Singapore)
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5. Flos B&B Italia Group Korea LLC

with registered office at 9th Floor, 428, Seolleung-ro, Gangnam-gu, Seoul, South Korea

Changes to the list of Group Companies under the joint controllership regime will be notified according to the Privacy Notice.