

Partner satisfaction survey: SMART R software, equipment and support service

Protection of your Personal Data (GDPR)

As part of this survey, **Ricoh Industrie France SAS**, whose registered office is located at 144 route de Rouffach – 68920 Wettolsheim, France, collects and processes certain personal data in order to gather your feedback and assess your level of satisfaction regarding your use of the SMART R software, the equipment and the support service provided to you for carrying out your daily used-parts sorting operations.

Data collected

The data collected as part of this survey are:

- your last name,
- your first name,
- your assigned location,
- Your email address,
- your answers to the various survey questions,
- any comments and suggestions you may provide.

The survey is not anonymous but confidential, and certain requested responses are mandatory in order to enable Ricoh Industrie France SAS to fully process and analyse the results.

Purposes of the processing

Your data are collected and used in order to:

- assess your level of satisfaction with the SMART R software, the equipment provided to you and the support service,
- identify any difficulties encountered,
- collect your needs, comments and suggestions for improvement,
- improve the tools, equipment and processes associated with used-parts sorting operations,
- contribute to improving the quality of the service provided by Ricoh Industrie France SAS to its partners.

Legal basis for processing

The processing of your data is based on the legitimate interest of Ricoh Industrie France SAS, which consists of assessing and improving the quality, relevance and effectiveness of the tools, equipment and support service provided to its partners.

Data controller

The data controller is:

Ricoh Industrie France SAS
144 route de Rouffach
68920 Wettolsheim
France

Data Recipients

Responses to this survey are accessible only to the authorised departments of Ricoh Industrie France SAS, insofar as such access is necessary for the analysis and monitoring of the survey:

- **Communication** section
- **ITS** section
- **BMD** section

The questionnaire is conducted using Google Forms. The processing of data by Google is governed by the contractual framework applicable between Ricoh Industrie France SAS and Google, subject to the checks carried out by Ricoh Industrie France SAS regarding the conditions applicable to the processing of personal data and any potential data transfers.

Data retention period

The personal data collected as part of this survey will be retained for a maximum period of 1 year from the date of collection. At the end of this period, the data will be deleted or, where possible and relevant, anonymised.

Your rights

In accordance with applicable personal data protection regulations and subject to the conditions set out in the GDPR, you have the right to:

- access your personal data,
- have your data rectified,
- have your data erased,
- restrict the processing of your data,
- object to the processing of your data where such processing is based on legitimate interest,
- and, where the applicable legal conditions are met, the right to data portability.

You may exercise your rights or obtain any additional information concerning the processing of your personal data by contacting:

Data.protection@ricoh-industrie.fr

Complaints to the CNIL

If, after contacting Ricoh Industrie France SAS or its DPO, you believe that your rights have not been respected, you may lodge a complaint with the Commission nationale de l'informatique et des libertés (CNIL), the French data protection authority.

Information

This information is provided to you at the time your personal data are collected, in accordance with the requirements of the **General Data Protection Regulation (GDPR)**.

By continuing with this questionnaire, you acknowledge that you have read and understood this information concerning the processing of your personal data.

Thank you.