

Information We Collect

When you interact with our website, we may collect personal information from you that could be used to identify you. This includes:

Personal information that you provide us through an online form. This information is collected when you send us a general enquiry, request a trial, sign up for access, or sign up for an event such as a webcast or a conference. Note that in these instances, if you choose to withhold any personal information requested by us, it may not be possible for us to respond to enquiry or process your request.

Automatically collected data. Some information is collected through cookies as you navigate through our website. This information includes your IP address, your operating system and browser, as well as the date and time you may have viewed certain pages on the website. You can modify your browser settings to disable cookies but it may prevent you from taking full advantage of our website.

Information from third parties. We may collect your contact information from third parties. Such information may include, your name, company, position and contact information.

How We Use Information That We Collect

We use the information we collect from you, in large part, for the purpose for which it was provided to us. The reasons for collecting your personal information include:

to respond to your general enquiries;

to allow you to request trials and use our services;

to facilitate mutual business communications such as managing contracts, invoicing, collections and other routine business interactions.

to enable us to provide you with promotional communication via email or phone on items of interest (which you have the option of opting out of at any time);

to provide us with information that will help us operate, maintain and improve our services;

to give us user feedback that will allow us to customize our website based on your interests and preferences.

Security

We maintain physical, electronic and procedural security measures to protect your personal information against loss, misuse, unauthorized access, disclosure, alteration, or destruction. We use a variety of industry-standard security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. However, note that no data transmission over the Internet is guaranteed to be 100% secure.

Disclosure of Personal Information

Lucca LLC has global operations and shares information internally in the ordinary course of daily operations. We will not sell, distribute or lease your personal information to third parties unless we have your permission. Though we may disclose your information if necessary to protect our legal rights or if the information relates to actual or threatened harmful conduct.

Retention of Your Personal Information

You can contact us at any time to request access to the personal information that we have about you, to change or correct any information you provided to us, or to remove your personal information from our systems altogether. To do so, you can contact us at info@luccai.com.

Links to Other Websites

Our website may contain links to other websites. However, once you have used these links to leave our site, note that we are not responsible for the protection and privacy of any information which you provide while visiting such sites. Such sites are not governed by this Privacy Policy. You should exercise caution and look at the privacy statement applicable to the website in question.

GDPR Rights

If you are a resident of the EU, you have the following rights under the GDPR (“General Data Protection Regulation”) with respect to how your personal information is collected, stored and used:

The right to be informed – you have the right to full transparency with regards to how an organisation is using your personal data.

The right of access – you have the right to know exactly what information is being held about you and how it is being processed.

The right of rectification – you are entitled to have personal data rectified if it is inaccurate or incomplete.

The right to erasure – also known as “the right to be forgotten”, you have the right to have your personal data deleted or removed without a specific reason.

The right to restrict processing – you can block or suppress processing of your personal data.

The right to data portability – you have the right to retain and reuse your personal data for your own purpose.

The right to object – in certain circumstances, you are entitled to object to your personal data being used for purposes such as direct marketing or scientific and historical research.

Rights of automated decision making and profiling – you have the right to not be the subject of a decision based on automated processing (i.e., made without human intervention) where the consequence has a damaging or legal bearing on you.

If you wish to exercise any of your GDPR rights, please submit your request to info@luccai.com.

Your Consent to This Privacy Policy

By using our website, you agree to this Privacy Policy. This is our entire exclusive Privacy Policy and it supersedes any earlier version. We may change our Privacy Policy by posting a new version on our site; however, you may at any time request a copy of the version in effect at the time you provided us with your information.