Customer Support Privacy Policy

Updated on : 07/02/2025

This notice explains how CONOW B.V. ("CONOW", "we", "us") processes personal data when you contact us through our support pages, including warranty, return, repair and documentation requests.

Controller. CONOW B.V., [Bezoekadres Voltastraat 3, 6902PT Zevenaar], the Netherlands. Contact: privacy@conow.com.

What we collect. The information you provide in a support request or by email/phone: your name, email address, product model and serial number, the description of your issue, any files or photos you attach, and correspondence with us. We also receive technical data automatically, such as IP address, browser type and access logs.

Why we use it. To respond to your request and provide warranty, repair, return and after-sales services; to identify your product and verify entitlement; to troubleshoot and improve our products and services; to keep records of service cases; and to establish, exercise or defend legal claims.

Legal bases. Performance of a contract or steps prior to entering into one (Art. 6(1)(b) GDPR); our legitimate interests in responding to enquiries, maintaining service quality and securing our systems (Art. 6(1)(f)); compliance with legal obligations, including warranty, consumer-protection and tax/accounting requirements (Art. 6(1)(c)).

Recipients. Our cloud hosting and technical service provider (Tuya group) acting as our processor; authorised service partners and repair centres in your country where needed to handle your case. We do not sell your personal data.

International transfers. Where personal data is transferred outside the EEA, we rely on appropriate safeguards under Art. 46 GDPR, in particular the European Commission's Standard Contractual Clauses, together with supplementary technical and organisational measures.

Retention. Support case records are kept for [3 years] after the case is closed, and longer where required by warranty, consumer-protection or tax law (for example, purchase and invoice records are kept for the statutory accounting period). After that, data is deleted or anonymised.

Your rights. You may request access, rectification, erasure, restriction, portability, and object to processing based on our legitimate interests. Where processing is based on consent, you may withdraw it at any time without affecting prior lawful processing. You may lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) or your local supervisory authority.