

FAQ Privacy

1. What kind of personal data does Coulisse collect through the smart home products?

Answer: That depends on which product you have purchased.

The Motionblinds bridge app collects basic user information such as name, email address and device details. This information is used to manage your account and improve the functionality of our products. The other apps do not process personal data.

2. How does Coulisse use my data?

Answer: Your data is used to manage the Motionblinds products and app, and to improve our services. We also use this data for customer service and to provide technical support.

3. Will my data be shared with third parties?

Answer: Coulisse does not share your personal data with third parties unless it is necessary for the provision of our services or if we are required to do so by law. All third parties we work with are obliged to keep the data secure and confidential.

4. How does Coulisse secure my personal data?

Answer: We take the security of your data seriously and use technologies and procedures to protect your personal information from unauthorised access, use or disclosure.

5. Can I view or change my personal data?

Answer: Yes, you have the right to access, correct or delete your personal data processed by Coulisse. You can do this by contacting privacy@coulisse.com.

6. How long does Coulisse keep my data?

Answer: Coulisse does not retain your personal data for longer than necessary for the purposes for which it was collected, such as to enable your product to continue working and for the purpose of technical support. We may also need to keep certain information for longer based on the law.

7. How does Coulisse deal with data breaches?

Answer: In the event of a data breach, we will take immediate action to plug the leak, inform the data subjects and take the necessary steps to prevent recurrence. An assessment of the data breach will take place to determine follow-up actions towards the Personal Data Authority.

8. How can I withdraw my consent to data processing?

Answer: You can withdraw your consent to the processing of your data at any time by contacting Motionblinds customer service. Please note that withdrawal of consent may affect the functionality of our products and services.

9. How can I complain about the processing of my data?

Answer: If you have a complaint about how we process your data, please contact our privacy officer (privacy@coulisse.com). You also have the right to complain to the relevant supervisory authority the Personal Data Authority.

Any questions or uncertainties?

privacy@coulisse.com