

PRISMA PRIVACY STATEMENT

Last Updated: November 7, 2024

This PRISMA Privacy Statement only applies to personal information Canon Production Printing Netherlands B.V. ("CPP") collects in connection with Your use of the PRISMA Website. If You are a California resident, You have certain rights under the California Privacy Rights Act ("CPRA"). You can see our Notice at Collection and learn more about Your rights below at the [California Privacy Rights section](#) of this Privacy Statement.

1. Scope

This PRISMA Privacy Statement ("Privacy Statement") sets out how CPP, as a direct or indirect service provider to a Company (as defined below), collects and processes information about You (as defined below) when You use this PRISMA website ("PRISMA Website" or "Site").

Canon Production Printing Netherlands B.V.

(hereinafter "CPP," "we," "us," or "our")

Van der Grintenstraat 10, 5914HH Venlo, The Netherlands

Phone: +31 77 359 2222

Email: privacy@cpp.canon

The PRISMA Website is intended for business use by business users (including CPP Affiliates, Dealers, Print Shops and Print Buyers as defined below, and their employees or other authorized users).

"You" means (a) an employee or other authorized user of (i) a CPP affiliate (such as Canon U.S.A., Inc. ("Canon USA")) (each a "CPP Affiliate"), (ii) an authorized retail dealer of a CPP Affiliate ("Dealer"), (iii) a commercial print shop or in-house print operation ("Print Shop"), or (iv) a Print Shop customer ("Print Buyer") (a CPP Affiliate, Dealer, Print Shop and Print Buyer each referred to as "Company") who has been granted credentials to access the PRISMA Website, or (b) an individual, such as a Print Buyer, who has been granted credentials by a Print Shop to access the PRISMA Website.

CPP provides this Privacy Statement to make You and, if applicable, Your Company aware of CPP's privacy practices and of the choices You can make about the way Your personal information is collected and used on the PRISMA Website. Please read this Privacy Statement carefully, because by accessing or using the PRISMA Website, You are acknowledging that You have read, understand and agree to the terms of this Privacy Statement, and consent to the manner in which CPP may directly or indirectly collect, use and disclose the information described herein.

You further acknowledge that You are also subject to the privacy statement and/or practices of the Company that is granting You credentials to access the PRISMA Website, in addition to this Privacy Statement.

In addition, by accessing or using the PRISMA Website, or clicking "Accept," You are acknowledging that You have read, understand and agree to the [PRISMA Terms of Use](#) which govern Your use of the PRISMA Website and any content You submit via the PRISMA Website (such as files and structured data for print jobs), and confirming that, if applicable, You have been authorized by Your Company to access or use the

PRISMA Website. If You do not agree to the terms of this Privacy Statement and the PRISMA Terms of Use, You are not permitted to access or use the Site.

2. The Information We Collect and How We Collect It

CPP and our service providers may collect information when You provide information to us and when information is collected automatically from Your interaction with the Site.

Information You Supply

Personal Information

You may choose to give us personal information to allow us to communicate with You, process Your orders, or provide You with services.

The types of personal information CPP may collect from You may include:

- Business and personal contact information, such as name, postal address, phone number, email address, company name, company address, and company email address;
- Other unique information such as user IDs and passwords, product functionality, product and service preferences, and contact preferences;
- Geolocation data such as Your general location and other similar location information collected when You interact with the Site;
- Details of the products and services You have purchased from us or which You have inquired about, together with any additional information necessary to deliver those products and services and to respond to Your inquiries;
- Technical information related to Your device (including model number, serial number, unique device identifier, diagnostic information, usage data, system logs, application configurations, consumables status, *etc.*);
- Any additional information relating to You that You provide to us directly through our websites or applications or indirectly through use of our websites, applications or online presence, through our representatives or otherwise; and
- Information You provide to us through our service center, customer surveys or visits by our representatives from time to time.

Usage Information

In addition to the information You may voluntarily provide, the CPP may collect information automatically when You access or use the services available through the Site or a website “powered by” another company on behalf of CPP through our use of data collection technologies, including web beacons, Cookies (as defined in the following paragraph), and embedded web links. These technologies collect certain traffic information that Your browser sends to a website, such as Your browser type and language, browser history, access times, and the address of the website from which You arrived. They may also collect information about Your IP address, unique device identifier, geolocation information, clickstream behavior (e.g., the pages You view, the links You click, and other actions You take in connection with websites or “powered by” websites) and product information. CPP may also use some of these technologies in connection with emails and communications sent from CPP and therefore may collect information using these tools when You open the email or click on a link contained in the email.

Cookie Information

Cookies are data files placed on a device when You use it to visit the PRISMA Website (“Cookies”). CPP may use Cookies: (i) to collect and store certain information about You; (ii) for security purposes; (iii) to

store Your preferences and settings; (iv) to enable Your sign-in; (v) to provide personalized product suggestions; (vi) to maintain and improve the PRISMA Website; (vii) to generate analytics regarding the performance of the PRISMA Website; (viii) to facilitate site navigation; and (ix) to personalize Your experience while using the PRISMA Website. Cookies can remain in Your computer for the duration of a browsing session (“session Cookies”) or for a predetermined period of time (“persistent Cookies”). CPP may use session Cookies to enable the PRISMA Website’s functionality. CPP may use persistent Cookies to show You recently-viewed products, provide You with product or service recommendations, or otherwise provide You with a customized experience.

This PRISMA Website and those displaying applications use Cookies only to the extent they are essential in order to enable You to use its features, such as logging in, filling in forms or upholding connections. The use of these Cookies does not require Your consent under applicable data protection laws. To the extent that information processed in connection with these Cookies should qualify as personal information, the legal basis for that processing is our legitimate interest to operate the PRISMA Website. You may configure Your web browser to block essential Cookies; however, You might then not be able to use the website’s functionalities as intended.

See below for a list of Cookies being used on the PRISMA Website.

COOKIE NAMES	DESCRIPTION	FIRST OR THIRD PARTY	SESSION OR PERSISTENT
.AspNetCore.Identity.Application	Used for authentication	First party	Session
.AspNetCore.Antiforgery.{unique-token}	Used for authentication and replay attack prevention	First party	Session
ASLBSA	Used by Azure FrontDoor as affinity cookie to keep the user session	Third party	Session
ASLBSACORS	Used by Azure FrontDoor as affinity cookie to keep the user session	Third party	Session

Other Technologies. We may use standard Internet technology, such as web beacons (also called clear GIFs or pixel tags) and other similar technologies, to track Your use of our Site. We also may include web beacons in email messages, newsletters and advertisements to determine whether messages have been opened and acted upon. The information we obtain in this manner enables us to customize the Site we offer and measure the overall effectiveness of our online content and the products and services we offer through the Site.

Collection by Other Companies. We may allow other companies, including our authorized service providers, advertising agencies and marketing partners to use tracking technologies, such as Cookies and web beacons, to collect information about Your visits to this and other websites on the Site. This information generally enables them to track and gauge the effectiveness of our Site and of various marketing campaigns and to serve ads about events, goods and services that may be of interest to You when You visit this or other websites across the Internet.

We may keep Your information for as long as required by applicable law or to the extent we have a legitimate and lawful purpose to do so.

3. How We Use the Personal Information We Collect

On this PRISMA Website, users who are authorized to use PRISMA applications or tools (“PRISMA Services”) based on Other Agreements (as defined below) can initiate their login process to PRISMA and generate a user account. The term “Other Agreements” includes agreements between CPP and CPP Affiliates, agreements between CPP Affiliates and Dealers, agreements between CPP and Print Shops (such as subscription agreements), and agreements between Print Shops and Print Buyers.

Personal Information

For this purpose, CPP may store, analyze, combine, process and otherwise use certain personal information which You provide to us and which CPP collects, either directly or indirectly, when You use this PRISMA Website to:

- Verify Your identity and authenticate Your authorized users;
- Deliver or support Your Company’s delivery of the PRISMA Services You have requested;
- Communicate with You about the PRISMA Services;
- Enforce and ensure compliance with this Privacy Statement, the [PRISMA Terms of Use](#) and applicable law, including to protect the rights, property or safety of CPP, CPP Affiliates, Dealers, Print Shops, Print Buyers, or any other person, and the copyright-protected content of the PRISMA Website;
- Support the technical functionality of the PRISMA Website, develop new products and services, and analyze Your use of the PRISMA Services; and
- As otherwise stated or contemplated by this Privacy Statement or in the Other Agreements.

In order to administer the PRISMA Website for internal business operations including detecting security incidents and debugging to identify and repair errors that impair existing functionality (troubleshooting purposes) and as part of CPP’s effort to keep the PRISMA Website safe and secure, CPP may collect and process certain other personal information such as Your Internet Protocol (IP) address, browser plug-in types and versions, and operating system.

4. Login via Platform Providers

As an alternative to the login process described in Section 3 above, You may choose to login via external authentication services of the platform providers Google and Microsoft provided You have a Google or Microsoft user account. If You use such login function, Your e-mail address stored by the respective platform provider will be disclosed to CPP. In addition, the platform provider will transmit to CPP the following personal information in the course of the login process: email address, name and profile picture.

CPP will only use and store the following personal information on the PRISMA Website, which CPP requires for such login process: email address, name, and login time.

CPP does not transmit to the platform provider any personal information that CPP collects when You log in to the PRISMA Website. If You choose to log in to the PRISMA Website using Your Google or Microsoft user account, Google and Microsoft may retain a record that You logged in to the PRISMA Website from the respective user account.

If You use the platform provider's website when logging in to the PRISMA Website, the provider may collect additional information from You, including via Your browser. Each platform provider exclusively determines the processing of Your personal information, including the scope, purpose and duration of the processing. The platform provider's privacy policy and terms of use apply to any such data processing. For further information on how each platform provider processes Your data when using its services, please refer to its website.

5. How CPP Discloses Your Personal Information

CPP may disclose Your personal information to CPP Affiliates, including CPP Affiliates that may be located outside of the country You reside and are located in, including, but not limited to, a CPP Affiliate located in Romania, Germany and the Netherlands.

CPP may disclose Your personal information to service providers which provide IT services to CPP and which process the information only for the purpose of such services, including Microsoft Corporation.

CPP may further disclose Your personal information to any applicable Company (as defined above) if required to enable Your use of the PRISMA Services. If CPP does so, CPP transfers Your personal information as a direct or indirect service provider on behalf of the applicable Company that is granting You credentials to access the PRISMA Services under the applicable Other Agreement.

CPP may also disclose Your personal information:

- In response to a subpoena or similar investigative demand, a court order, or a request for cooperation from law enforcement or other government agency; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law; (In such cases, CPP may raise or waive any legal objection or right available to CPP.)
- When CPP believes disclosure is appropriate in connection with efforts to investigate, prevent, or take other action regarding illegal activity, suspected fraud or other wrongdoing; to protect and defend the rights, property or safety of CPP, CPP Affiliates, PRISMA Website users, CPP's employees, or others; to comply with applicable law or cooperate with law enforcement; to address security or technical issues; or to enforce the PRISMA Terms of Use or other agreements or policies; and
- In connection with a corporate transaction, such as the sale of CPP's business, a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.

6. Children's Privacy

The PRISMA Website and PRISMA Services are not directed to children under the age of 16, and we do not knowingly collect, use or disclose personally identifiable information from children under 16. If you are under 16 years of age, do not use the PRISMA Website or PRISMA Services and do not provide any personal information to us. If we discover that we have unknowingly collected personally identifiable information from a child under 16, we will make reasonable efforts to delete it.

7. Our Legal Basis for Processing Your Personal Information

Our legal basis for processing Your personal information as described in Sections 1, 2 and 4 above is CPP's and a CPP's Affiliate's legitimate interest, including: (i) provide, run and maintain the PRISMA Website for Your authorized use; and/or (ii) in connection with our performance of a contract.

CPP may also use Your personal information with Your consent, which You may withdraw at any time, in connection with a service or support issue, or if CPP needs to do so in order to comply with a legal obligation.

8. Data Retention

CPP will only hold Your personal information for as long as reasonably necessary to support Your use of the PRISMA Services and Your relationship with us, or until You request that we delete Your personal information. We will retain Your personal information as needed to comply with our business and legal obligations, to defend our legal positions, or to otherwise prevent fraud or harm to other users of the PRISMA Services. We may also retain information as otherwise required by applicable law.

For the avoidance of doubt, CPP may further hold Your personal information to the extent necessary to enable You to use PRISMA Services in accordance with the Other Agreement applicable to Your use of such PRISMA Services. In this respect, however, CPP holds Your personal information as a direct or indirect service provider on behalf of the applicable Company that is granting You credentials to access the PRISMA Services under the applicable Other Agreement.

9. Information Security

When You submit information to CPP through the PRISMA Website, You should be aware that Your personal information is transmitted across multiple computer systems on the Internet. Although CPP takes reasonable and appropriate physical, technical and organizational measures to protect Your personal information under our control from accidental loss and from unauthorized access, use, alteration and disclosure, no method of transmitting or storing electronic data on the Internet is ever completely secure, and CPP does not guarantee the security of such information at any time.

10. Your Privacy Rights, Choice and Access

Print Buyers

CPP is an indirect service provider to the Print Shop or Print Buyer. Your Company, as a print service provider, is responsible for granting You credentials to access the PRISMA Website. CPP makes the PRISMA Website available to the Company that is granting You credentials to access the PRISMA Website so that that Company can make the PRISMA Website available to You, a Print Buyer. As a Print Buyer, You should direct Your privacy inquiries, including any requests to exercise Your data protection rights, to such Company.

PRISMA Website Users (other than Print Buyers)

You have the right to request us to:

- Provide You with a copy of the personal information that we have collected about You, to the extent that we store or maintain that information;
- Not send You marketing or promotional emails or other communications;
- Delete Your personal information;

- Correct or update Your personal information;
- Stop processing Your personal information;
- Request that we not share Your personal information with third parties.
- Not disclose Your personal information to third parties; and
- Not contact You in the future.

If You no longer wish to receive communications from CPP, please send an email to us at privacy@cpp.canon, or as otherwise provided in the Other Agreements.

Your right to receive a copy of Your personal information, delete Your personal information and correct or update Your personal information can be exercised by sending an email to privacy@cpp.canon or by contacting us under the contact details provided under Section 1 above.

Please note that where You unsubscribe from our communications, CPP will keep a record of Your communication information to ensure CPP does not communicate with You in future. CPP may also send You transactional and relationship email communications, such as service announcements and administrative notices without offering You the opportunity to opt out of receiving them.

CPP is under no obligation to store Your personal information indefinitely and disclaims any liability arising out of, or related to, the destruction of such personal information.

It may not always be possible to completely remove or delete all of Your personal information from our databases without some residual data remaining because of backups and other reasons. Additionally, please be aware that we may need to retain some of Your personal information in order to maintain our records, comply with our legal obligations, resolve disputes, or enforce our agreements. We may also keep a record of correspondence with You (for example if You have made a complaint about a product or our Site) to protect us from a legal claim.

11. California Privacy Rights

Print Buyers

CPP is an indirect service provider to the Company that is granting You credentials to access the PRISMA Website. CPP makes the PRISMA Website available to the Company that is granting You credentials to access the PRISMA Website so that that Company can make the PRISMA Website available to You, a Print Buyer. As a Print Buyer, You should direct Your privacy inquiries, including any requests to exercise Your California Consumer Privacy Act rights, to such Company.

Collection, Disclosure, and Sale or Sharing of Personal Information; and our Legal Basis for Processing Your Personal Information

We collect, and in the last twelve (12) months, we have collected and disclosed for a business purpose the following categories of personal information:

Category of Personal Information	Specific Personal Information Collected	Disclosed for Business Purpose	Entities that We Disclose Personal Information to for a Business Purpose	Sold or Shared for Targeted Advertising
Personal Identifiers , such as name, email address, online identifiers and other information	<ul style="list-style-type: none"> • Name • Postal address • Phone number • Email address • Website • Contact Preferences 	Yes	<ul style="list-style-type: none"> • Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement 	No
Commercial Information , such as product purchase information	<ul style="list-style-type: none"> • Product and service preferences • Products and services purchased • Technical information related to Your device (including model, serial number, unique device identifier, diagnostic information, usage data, system logs, application configurations, consumables status, etc.); • Inquiries about products and services purchased • Service center responses • Customer survey responses • Feedback from visits by our representatives 	Yes	<ul style="list-style-type: none"> • Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement 	No
Internet/Network Information , such as IP address, device information, and log and analytics data	<ul style="list-style-type: none"> • IP address • Browser type • Browser language • Browser history • Access times • Originating website (referring URL) • Unique device identifier • Clickstream behavior 	Yes	<ul style="list-style-type: none"> • Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement 	No
Geolocation Data , such as location information from Your device or estimated based on Your IP address	General location	Yes	Service Providers	No

<p>Other Personal Information, such as information You post on our platform or on social media pages, and information You submit to us</p>	<ul style="list-style-type: none"> • Emergency contact information • Information about Your personal preferences (such as whether You consent to receive marketing communications) 	<p>Yes</p>	<ul style="list-style-type: none"> •Affiliates •Service Providers •Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement 	<p>No</p>
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CPP may disclose Your personal information to service providers that support our businesses and perform services on our behalf, such as companies that deliver email marketing messages that You have requested from us. However, CPP does not sell Your personal information to third parties, and we do not share Your personal information with non-service providers for targeted or other cross-contextual behavioral advertising.

Sensitive Personal Information

We do not collect any information defined as sensitive personal information under the CPRA.

Personal Information of Children Under Age 16

We do not collect, sell or share personal information of users we know to be less than 16 years of age.

Retention of Your Personal Information.

For each of these categories of personal information, we retain Your information for as long as we need it for the purposes for which the information was collected, and in accordance with any retention periods required by applicable laws and during the relevant statutes of limitations. The criteria used to determine our retention policies include the length of our relationship with You, Your requests, ongoing contract and service obligations, business need, and our legal obligations. We also retain information as otherwise required by applicable law.

Sources of Your Personal Information

As described above in the “The Information We Collect and How We Collect It” section, we collect information directly from You when You provide it to us, automatically using Cookies and other tracking technologies, from the categories of third parties listed in that section, and from publicly or commercially available sources that we deem credible.

For further information, You can also see the “The Information We Collect and How We Collect It” section above.

Purposes for Collecting Your Personal Information

We collect or disclose personal information about You for the business purposes further described in the “How We Use The Information We Collect” and “How CPP discloses Your Personal Information” sections above.

Browser-Based Opt-Outs

Some browsers offer you the ability to opt out of cookie-based “sales” and sharing of personal information for targeted or other cross-contextual behavioral advertising. The Global Privacy Control (<https://globalprivacycontrol.org/>) is currently the most recognized signal.

As we do not sell or share any personal information as defined by applicable law, we do not respond to such requests. Please note that we do not respond to “do not track” or other browser-based signals.

Your California Privacy Rights

PRISMA Website Users (other than Print Buyers)

If You are a California resident, You have the right, under the California Privacy Rights Act (“CPRA”), to:

- Access, request and receive (up to twice every 12 months) a portable copy of the personal information that we have collected about You in the last 12 months;
- Know, specifically:
 - The categories and specific pieces of personal information we have collected about You;
 - The categories of the sources of the personal information;
 - The purposes for which Your personal information is collected and used;
 - The categories of personal information that the business disclosed for a business purpose, and for each category identified, the categories of third parties to whom that particular category of personal information was disclosed; and
 - The categories of personal information that the business sold or shared, and for each category identified, the categories of third parties to whom that particular category of personal information was sold or shared;
- Correct inaccuracies in Your personal information;
- Delete Your personal information; and
- Not be discriminated against by us for exercising any of these rights.

Right to Request Deletion of Personal Information

You have a right to request CPP to delete Your personal information. Upon verifying the validity of a deletion request, we will honor Your request, and, if applicable, instruct any service providers and/or third parties to which we have disclosed Your personal information to delete Your personal information. Please note that certain information may be exempt from such requests under applicable law. For example, we may need to maintain certain information in order to provide services to You, maintain CPP’s records, comply with CPP’s legal obligations, resolve disputes, or enforce any agreement a Company has with You. It may not always be possible to completely remove or delete all of Your information from CPP’s databases without some residual data remaining because of backups and other reasons. We may also keep a record of correspondence with You (for example if You have made a complaint about a product or our services) to protect us from a legal claim.

Exercising Your Rights

To submit Your CPRA request with respect to personal information collected by CPP in connection with use of the PRISMA Website, please contact CPP by:

- Sending an email to privacy@cpp.canon; or
- Calling us at 1-855-245-3277 (toll-free).

In Your request, please identify yourself as a business user of CPP services. When You submit a request to us, we will verify Your identity before processing the request. In order to protect Your personal information, You may be asked to provide two (2) or three (3) pieces of information to match our records so that we can reasonably verify Your identity.

Authorized Agents

If You are a California resident and would like to designate an authorized agent to submit certain requests on Your behalf, please send an email to privacy@cpp.canon. In order for an authorized agent to be verified, You must provide the authorized agent with signed, written permission to make such requests or a power of attorney. CPP may also follow up with You to verify Your identity before processing the authorized agent's request.

If You are an authorized agent of a California resident and would like to submit a request on behalf of the California resident, please submit the request to privacy@cpp.canon. After You submit the request, and if the request is not subject to an exemption or exception, CPP will require additional information to verify the identity of the California resident, as well as Your authority to act on behalf of the California resident.

California "Shine the Light" Disclosure

California Civil Code Section 1798.83 gives California residents the right to request, from a business with whom the California resident has an established business relationship, certain information with respect to the types of personal information the business shares with third parties for direct marketing purposes by such third party, and the identities of the third parties with whom the business has disclosed such information during the immediately preceding year. CPP does not disclose Your personal information to third parties for direct marketing purposes by such third parties.

Our U.S. visitors may have shared information with other Canon U.S.A. product groups. If You are a California resident and wish to exercise Your CPRA rights with respect to personal information You have shared with other Canon U.S.A. product groups, click [here](#).

12. Right to Modify this Privacy Statement

We reserve the right to modify this Privacy Statement at any time at our sole discretion. If we modify the Privacy Statement, we will post the revised statement here, with an updated revision date. Changes will be effective immediately (except for material changes) upon the posting of the revised Privacy Statement on the Site. In the event we make material changes to this Privacy Statement, we will notify you prior to the changes taking effect. Please note that if you do not agree to the modified Privacy Statement, you may not use the Site. Your continued use of the Site following the posting of the changes or any applicable notice period will mean that you accept those changes.

13. Contact

If You have a question, concern or complaint about this Privacy Statement or our handling of Your personal information, or wish to exercise Your rights, please contact us at privacy@cpp.canon or under the contact details provided under Section 1 above.

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