

Privacy statement

Introduction

This privacy statement applies to the processing of personal data by BIODOM Benelux B.V., Risseweg 30 6004 RM Weert, KVK 71419322 as the 'party responsible for processing', hereafter to be called BIODOM Benelux or referred to as 'we/us/our'. When you visit our website or purchase our goods or services, we process your personal data. We do this to help you as best we can and to achieve our goals. This statement will describe how we process your data and our aims in doing so. We will also explain how you can exert control over the process.

What we do

BIODOM Benelux is an importer of Biodom systems to The Netherlands, Belgium, Luxembourg but also delivers to Germany and France.

For the communication towards the dealers of the systems and towards the end user we use means such as a newsletter, brochure and social media. Via these marketing channels we also collect personal data such as name, email address, company and search behaviour to enable us to inform you about BIODOM products and services.

What personal data do we process?

Personal data is all data that provides information about you as an identifiable person; it says something about who you are. We 'process' this data when we store, look at, share, send or remove it, etc. If you enter into an agreement with BIODOM Benelux and/or sign up for emails or request a quote or any other information via the website or perhaps by telephone, we ask you to fill in your company details and/or contact details. We can combine the information that you complete on our website or supply us with on the telephone with previously given data, as well as with data automatically harvested by using cookies and other technical means, provided of course you have given us permission to do so. For example, we can retrieve your IP address, actions you have performed on the website, the operating system you use or what you downloaded from the website. In fact this concerns all details we can connect with you, directly or indirectly. We have a separate cookie policy: <https://www.biodombenelux.be/fr/cookies/>.

The concrete personal data we process is:

- Name, address, town
- Email address, opt-in for e-mailings
- Gender
- Company
- Surfing behaviour
- If you receive emails from us, we register your interactions (opening and clicking behaviour)
- Invoicing and payment details

We do not process specific personal data such as your faith, race, political or sexual orientation, criminal data, beliefs, membership of a union or biometric/genetic or medical background without you giving explicit permission to do so.

Why do we process this data?

Our aim is to market products and/or services to you, therefore in the first instance we use your personal data to identify and communicate with you. This means that we use this data to execute the agreement you have with us, such as processing financial data when paying for a product, creating and keeping your account, or in the event you have a query about our services and/or we need to contact you. The legal basis for this is article 6 paragraph 1 sub b of the General Data Protection Regulations.

We also use your personal data within the framework of marketing activities if we consider this is relevant to you as our client. Good examples are special offers and ads centred on your personal interests or to participate in actions/events. Also sending our newsletters and social media are some examples. The legal basis for this is article 6 paragraph 1 sub f of the General Data Protection Regulations.

Newsletters

We can email you newsletters regarding the products and services you have already obtained from us. If we wish to approach you regarding other products and services, we will seek your permission to do this in the first instance. You can revoke this permission at any time by selecting 'opt-out' at the bottom of the newsletter. Your email address will then be held on a separate list to indicate that you do not wish to be approached by email.

Obligatory provision

When we request your personal data, we will make it obvious per situation whether providing us with certain data is necessary or obligatory, and what the (possible) consequences are if this data is not provided. The starting point here is that BIODOM Benelux will not process more data than necessary for the described purposes.

Exchange with third parties

We will never supply, sell, let or lease your personal data to third parties, unless obliged to do so by legislation or you have given us your prior permission to do so. We use service suppliers to perform certain services for us. These are not 'third party receivers' but 'processors'. These processors do not use the data for their own objectives and process the personal data solely in agreement with and by assignment by BIODOM Benelux.

We work with the following processors:

NAME	DESCRIPTION OF PROCESSING
MailChimp	Email marketing software that stores personal data and sends personal emails.
Office 365	Used to collect/exchange client data and used for contact moments. After purpose all client data will be deleted from Office 365.
Google Analytics	Is a service to collect statistics from a website and shows them in detail.

Data within/outside the EEA

Your personal data can be processed outside the EEA by us or by the service suppliers we work with. Currently this happens in the following countries: United States and The Netherlands. We have agreed on special security measures in these countries to ensure the security of your personal data.

Automated decision-making and profiling

BIODOM Benelux does not use automated decision-making and/or profiling.

Storage period

We store your data no longer than is necessary for one of the objectives we have described. Storage periods can vary, according to legislation. You can be assured that we erase all personal data we no longer need to process two years after the date of last contact between you and BIODOM Benelux. However, we also have the option of anonymization in place of erasing if this is required for our statistics purposes for example.

Personal data security

BIODOM Benelux has taken appropriate technical and organisational measures to secure personal data against interference or loss or any other form of unlawful processing, including:

- Our website and software possess SSL certification which gives visitors and users the guarantee that (personal) data is sent via browsers using HTTPS. This means the information is encrypted and secure. For example SSL (Secure Sockets Layer) is also used for online transactions (with credit cards).
- BIODOM Benelux has taken extensive measures to cover the procedure in the event of a data leak. More significantly however: various technical *and* organisational measures are in place to prevent data leaks. We use reliable systems that meet with all privacy legislation when sending email. In addition, we have processing agreements in place with our suppliers. The CRM system in which we store our clients' personal data also meets with privacy legislation and we do not store more information than is necessary. Our clients' websites are managed by a reliable hosting party and we ensure the CMS system we use is regularly updated. In the process, as a protection against hackers, we monitor and block IP addresses we consider unsafe.

Rights you can exercise

If we process your personal data, then you have the right to control this process as part of your privacy protection. You can for example request sight of the data we hold on you and rectify any errors if you spot one. We can grant your objection or right to be forgotten if it appears that processing is no longer appropriate in the way we do it.

Whatever your request, contact us and we will do our best to help you, at no cost to you. You can get in touch with us using the contact details below. Please note that in some instances we will be unable to honour your request, as processing such data by us is necessary. Examples include when a transaction has not been finalised or the financial data we are obliged to store to comply with legislation. If this is the case, then the burden of proof lies with BIODOM Benelux and we will explain this to you. When withdrawing permission for or objecting to direct marketing, we will always honour your request. Finally, you are also entitled to data transferability if this is technically feasible and if this does not involve disproportionate costs to us.

Finally, we would like to make clear that as a so called 'party responsible for processing' we are obliged to identify the person making a request and will therefore request and require additional information. In all instances we will react to a request within four weeks.

Amendments

BIODOM Benelux reserves the right to amend this statement as and when required. Any amendments will be implemented on this page. The most recent amendments were made on 21-06-2018. All amendments will be made known on our website. BIODOM Benelux can process your personal data for new purposes that have not yet been made known to you. In the event of this we will contact you prior to using your personal data for these new objectives, to inform you of the amendments to the protection of personal data and to offer you the opportunity to refuse.

Contact details

If you have any queries regarding this privacy statement or our privacy policy, or wish to exercise any of your legal rights, please get in touch with us. Contact details are below:

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