

Privacy Statement

Last updated on 22 May 2018

Your privacy is important to us. After all, when you call on us, you provide us with personal data. Therefore you must rely on us to handle your information carefully and confidentially. You can read how we go about this in this privacy statement.

The Privacy Statement also applies to the website www.arcadiz.com, managed by Arcadiz Telecom, with registered office at 17 Interleuvenlaan, 3001 Leuven and with company number BE 0466 481 809 (hereinafter referred to as "Arcadiz" or "we").

By using our services and our website, you unconditionally accept this privacy statement. Our privacy policy is subject to change at any time, which is why it is recommended to regularly consult this privacy statement.

Which personal data do we collect?

We only collect personal data once you decide to communicate identification details to us, whether or not through the website: we collect name, contact details and references (passwords, logins).

In addition, we collect the content of each communication as long as required to provide you with our services.

You can visit our website without communicating personal data. In that case it is possible that specific data is collected through cookies, for example to record the language in which you view the website.

Cookies

Our website uses functional cookies. Cookies are small text files that are automatically stored on your computer's hard drive. Cookies can be used to make faster and more efficient use of the website. They cannot damage your computer or the files on it.

Such cookies store information on specific preferences (language choice, browser used, IP address, etc.) and can be used to remember specific contact details (login, password). Cookies allow us to recognise you on our website when you revisit it and to provide you with even better service during your next visit.

Cookies enable us to monitor and analyse use of the website.

You can always refuse said cookies in your browser's settings. If you do, however, it is possible that the website or parts thereof no longer function properly.

What do we use your personal data for?

We use the personal data you provide us

- To implement and execute an agreement concluded with you
- To inform you of our services, new events or events in the industry, to send you (news) messages and promotional information
- To evaluate our operations and service
- To answer your questions and communicate with you

We rely on your authorisation and/or on the need to process in order to provide our services to you before processing your personal data, as well as based on a legal obligation or due to a legitimate interest.

Who has access to your personal data?

We will share your personal data with your approval, if necessary to provide you with our services or if under legal obligation to do so.

We can share your personal data with associated companies or with third parties who process data on our behalf. In the event that these service providers, process data on our behalf, we do not authorise them to use or disseminate said data in a way that does not correspond with the cases described in this privacy statement.

We do not sell the personal data we have collected to third parties or provide it free of charge to them, except for cases described in this privacy statement or as communicated to you at the time of collection.

We can also disseminate your personal data:

- If obligated to do so by specific legislation or legal proceedings
- as part of an investigation into assumed or actual fraudulent and illegal activities.

We reserve the right to transfer personal data in the event that we should sell all or part of our company or of our capital. In the event that such a sale takes place, we will take all reasonable measures to encourage the recipient to correctly process personal data provided to us and this in a way that complies with this privacy statement.

Links to other websites

Our website contains links to other websites. This privacy policy only applies to our website. Therefore we recommend that you read the privacy statements on other websites. We are not liable for the privacy policy of other websites, not even if you visit these websites through one of the links on our website.

How long is personal data stored?

We store personal data as long as necessary to provide you with our services or for other essential purposes, such as compliance with our legal obligations.

The data is removed 5 years after termination of each collaboration or after the last contact between us, except in the event of an ongoing dispute.

What are your rights?

Right to access and improve

You can exercise your right to access and improve at any time, in compliance with European privacy legislation. This can be done by sending a request with a copy of your ID card to privacy@arcadiz.com or by post to our head office address.

Right to data portability

You have the right to receive the personal data you have provided us in a structured, standard and machine-readable format, whether or not with the intention of transferring the data to another party.

Right to delete data

You can at any time and in compliance with regulations on data protection, exercise your right to delete data by sending a request with a copy of your ID card to privacy@arcadiz.com or by post to our head office address.

In response to such a request, we will not make further use of your personal data and will only retain this personal data to the extent and to the degree necessary to comply with a legal obligation.

Right to oppose and complain

Should you wish that we no longer process your data, you can withdraw your consent at any time, in full or in part. This may, however, result in us no longer being able to provide our services. This can be done by sending a request with a copy of your ID card to privacy@arcadiz.com or by post to our head office address.

Should you have a question or complaint about the processing of your personal data, please contact privacy@arcadiz.com or send a message by post to our head office address. We undertake to respond to these requests and complaints in a timely manner.

Should you feel that one of your rights was not respected at a specific time, you can furthermore file a complaint with the Belgian Privacy Commission (see: <https://www.privacycommission.be/>)

Is your data safe with us?

We have taken the necessary physical, technical and organisational safety measures to efficiently protect your personal data against unauthorised access, use and disclosure.

For example, only authorised individuals will have access to your data, after a double verification process on our server, protected, inter alia, by encryption through SSL technology.

Contact us

Should you have further questions about this privacy statement, should you wish to exercise your rights, or should you wish to amend the data or settings provided by you, please contact us here:

Arcadiz Telecom
17 Interleuvenlaan
3001 Leuven

E-mail: privacy@arcadiz.com