



Privacy- & Cookie Policy

Van Hessen nv, located at Laarstraat 35, BE-3190 Boortmeerbeek, is responsible for processing personal data as stated in this privacy- & cookie statement.

Contact details:

Van Hessen nv
Laarstraat 35
BE-3190 Boortmeerbeek
Tel +32 16 60 70 20
info@vanhessen.be
<https://vanhessen.be/en> - <https://vanhessen.be/nl> - <https://vanhessen.be/fr>
<https://vanhessen.sn/en> - <https://vanhessen.sn/fr>
Company number: BE 0435.511.489
Commercial registration: RPR Leuven

Gunther van Bael is the Data Protection Officer at Van Hessen nv. He can be reached via gvanbael@vanhessen.be

Personal data that we process:

Van Hessen nv processes your personal data because you use our services and /or provide this data to us yourself.

Overview of the personal data that we process:

- First and last name
- Company name
- Address
- Phone number
- E-mail address
- IP-address
- Other personal data you actively provide. For example, by creating a profile on this website, or providing it in correspondence or by telephone
- Location data
- Information on your activities on our website
- Data about your surfing behavior across different websites
- Internet browser and device type
- Bank account number

Special and/or sensitive personal data that we process:



Our website and/or service does not intend to collect data about website visitors who are younger than 16 years old. Unless they have parental or guardian permission. However, we cannot check whether a visitor is older than 16. We therefore advise parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal data about a minor without permission, please contact us at gvanbael@vanhessen.be and we will remove this information.

For what purpose and on what basis we process personal data:

Van Hessen nv processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and/or advertising brochure
- To call or e-mail you if this is needed to provide our services
- Inform you about changes of our services and products
- To offer you the option of creating an account
- To deliver goods and services
- Van Hessen nv follows and analyzes your behavior on the website in order to improve our website and tailor the range of products and services to your preference and need
- Van Hessen nv processes personal data if we are legally obliged to do so, such as information for tax return.

Automated decision making:

Van Hessen nv makes decisions based on automated processing on matters that can have (significant) consequences for people. This concerns decisions that are taken by computer programs or systems, without involving a person (for example an employee of Van Hessen nv). Van Hessen nv uses the following computer programs or systems:

- Google analytics
- Social media Pixels
- Hotjar
- Active Campaign
- Woocommerce

How long we keep personal data:

Van Hessen nv does not store your personal data longer than strictly necessary. We use the following retention periods for specific data:

- Information of existing customers is kept for one year after contract termination, except for the invoice and contract information.
- Information on potential customers, suppliers and partners will not be kept for longer than two years if no agreement is reached. Unless the potential customer, supplier or partner wishes otherwise.



- Invoice and contract information is stored for 7 years in accordance with legislation.

Van Hessen nv does not sell information to third parties and will only provide information when needed for the execution of the agreement or contract, and in compliance with legislation. We conclude a processing agreement with companies that process your data on our behalf, to ensure the same level of security and confidentiality. Van Hessen nv remains responsible for these processing operations.

Sharing personal data with third parties:

Van Hessen nv shares your personal data with various third parties if this is necessary for the execution of the agreement and to comply with legislation. We conclude a processing agreement with companies that process your data on our behalf, to ensure the same level of security and confidentiality of your data. Van Hessen nv remains responsible for these processing operations. In addition, Van Hessen nv shares your personal data with other third parties only with your explicit permission.

Cookies, or similar techniques, that we use:

Van Hessen nv uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit our website. Van Hessen nv uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to make the website work properly and to optimize its functionality. In addition, we place cookies that keep track of your surfing behavior so that we can offer customized content and advertisements.

On your first visit to our website, we already informed you about these cookies and we asked for your permission to activate them.

You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete all information that was previously stored via the settings of your browser.

Name: Cookiebot
Function: functional, analytical and tracking cookies
Retention period: 1 year

To view, modify or delete data:

You have the right to examine, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Van Hessen nv and you have the right to data portability. This means that you can submit a request for your personal data we have stored. To be sent to you or another organization appointed by you.

You can send a request for inspection, correction, deletion, data transfer of your personal data or request for withdrawal of your consent or objection to the processing of your personal data to gvanbael@vanhessen.be



To ensure that the request for access has been made by you, we ask you to send an ID for identification. Please blacken your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN), to protect your privacy. We will respond to your request as soon as possible, but within four weeks.

Van Hessen nv would also like to point out that you have the option to file a complaint at the national supervisory authority, the Dutch Data Protection Authority.

How we protect personal data:

Van Hessen nv takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you feel that your data is not properly secured or there are indications of misuse, please contact gvanbael@vanhessen.be

- Security software, such as a virus scanner and firewall.
- TLS (formerly SSL) We send your data via a secure internet connection. You can see this in the address bar as 'https' and the padlock in the address bar.
- DKIM, SPF and DMARC are three internet standards that we use. We do our utmost to prevent you from receiving e-mails on our behalf that contain viruses, spam or are intended to obtain personal (login) data.