

## **Privacy statement**

Frantsen BVBA processes personal information in compliance with this privacy statement. For further information, questions or comments on our privacy policy, please contact our GDPR responsible by email at [gdpr@frantsen.be](mailto:gdpr@frantsen.be)

### **Purposes of the processing**

Frantsen BVBA collects and processes customers' personal data for customer and order management (customer administration, order/delivery follow-up, invoicing, solvency follow-up and direct marketing (offering new products & services)).

### **Legal foundation for the processing**

Personal data is processed based on Article 6.1.: (b) required for the implementation of an agreement, (c) required to satisfy a legal obligation, (d) required for the protection of our legitimate interest in entrepreneurship of the General Data Protection Act

Insofar as the processing of personal data takes place based on Article 6.1. a) (consent), customers always have the right to withdraw the given consent

### **Transfer to third parties**

If required to achieve the set purposes, the customers' personal data will be shared with other companies in the group, within the European Economic Area, which are linked directly or indirectly with Frantsen BVBA: Amesco NV and Entecom Systems NV or with any other partner of Frantsen BVBA.

Frantsen BVBA guarantees that these recipients will take the necessary technical and organizational measures for the protection of personal data.

### **Retention period**

Personal data processed for customer management will be stored for the time necessary to satisfy legal requirements (in terms of bookkeeping, among others).

### **Right to inspection, improvement, deletion, limitation, objection and transferability of personal data**

The customer has at all times the right to inspect their personal data and can have it improved/improve it should it be incorrect or incomplete, have it removed, limit its processing an object to the processing of their personal data based on Article 6.1 (f), including profiling based on said provisions.

Furthermore, the customer is entitled to obtain a copy (in a structured, standard and mechanically readable form) of their personal data and to have said personal data forwarded to another company.

In order to exercise the aforementioned rights, the customer is requested to: either adjust the settings of their customer account and/or send an e-mail the following address: [gdpr@frantsen.be](mailto:gdpr@frantsen.be).

### **Direct marketing**

The customer is entitled to object free of charge to the processing of any processing of their personal data aimed at direct marketing.

### **Complaint**

The customer has the right to file a complaint with the Belgian Privacy Protection Commission (35 Rue de la Presse, 1000 Brussels - [commission@privacycommission.be](mailto:commission@privacycommission.be))