Privacy policy (GDPR)

0. Contact

ISOTHERMOS (hereinafter, "***ISOTHERMOS***" and "***We***")
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1. Why this Privacy Policy?

Any person (hereinafter referred to as the "Client" or "You") visiting and/or using the ISOTHERMOS internet site (hereinafter referred to as the "Site") or using our services, discloses a certain amount of personal data. Personal data is information that allows us to identify you directly or indirectly as a physical person.

We collect and process your personal data in accordance with the Belgian Law of 30 July 2018 on the protection of privacy with regard to the processing of personal data (hereinafter referred to as the "Privacy Law") and the European Regulation of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (hereinafter referred to as the "Regulation" or "GDPR").

By using our site or our services, the Customer declares that he/she has read this Privacy Policy and expressly agrees to the collection and processing of your personal data in the manner described in this document.

We reserve the right to make changes to our Privacy Policy at any time.

2. Who processes your personal data?

2.1. The data controller

ISOTHERMOS is free to call upon sub-contractors. The processor is the natural or legal person who processes your personal data at the request and on behalf of the data controller. The processor is obliged to ensure the security and confidentiality of your data and always acts on the instructions of the data controller.

ISOTHERMOS uses the following categories of subcontractors: ERP software (for managing invoicing, stocks, orders, accounting, etc.); MICROSOFT MS365 suite software, RICOH office automation software, etc.

3. On what basis is my data processed?

In accordance with the Privacy Act and the GDPR, we process your personal data on the following legal grounds:

- on the basis of the performance of the contract to which you are a party or contractual measures taken at your request for the use of our site and the supply of our services and/or products;
- on the basis of our legal obligations for all matters relating to the management of the contractual relationship, in particular invoicing.

4. What personal data is collected?

The processing of your personal data is limited to what is strictly necessary to achieve the aims pursued by ISOTHERMOS.

The categories of data concerned by the processing are listed below:

- personal identification data (surname, first name, address, login details) ;
- contact details (telephone number and e-mail address) ;
- electronic identification data (IP address, location, cookies).

In addition, we use cookies on our Site in order to recognize the Customer and offer them a personalized user experience, to remember their technical choices and to detect and correct any errors on the Site. For more information on our use of cookies, please consult our Cookie Policy.

5. What are the objectives?

ISOTHERMOS collects your personal data for the sole purpose of providing you with an optimal, personalized and secure user experience. The processing of your personal data is therefore essential for the proper functioning of the Site and the provision of our services. If any data is missing, erroneous or incomplete, ISOTHERMOS reserves the right to suspend or cancel certain operations.

ISOTHERMOS undertakes to process your personal data exclusively for the following purposes:

- customer management: customer administration, management of orders, deliveries, invoicing, monitoring of creditworthiness, provision of support and follow-up of complaints;
- litigation management ;
- protection against fraud and crime.

6. Who receives your personal data?

Your personal data will be used exclusively for internal purposes. Your personal data will not be sold, passed on or communicated to third parties without your prior consent.

7. How long is your data kept?

Your data is kept for as long as is necessary to achieve the purposes for which it was collected. They will be deleted from our database as soon as they are no longer required for the purpose or if you have validly exercised your right to erasure.

8. What are your rights?

8.1. Guarantee of fair and lawful processing

Your personal data will always be processed in accordance with the legitimate purposes set out in point 5. It will be collected and processed in an appropriate, relevant and non-excessive manner, and will not be kept for longer than is necessary to achieve the purposes pursued.

8.2. Right of access

If you are able to prove your identity, you have the right to obtain information about the processing of your data. For example, you have the right to know the purposes of the processing, the categories of data concerned, the categories of recipients to whom the data is transmitted, the criteria used to determine how long the data is kept, and the rights you can exercise over your data.

8.3. Right of rectification

Inaccurate or incomplete personal data may be corrected. Either directly by the Customer, or by sending us a written request.

8.4. Right to erasure (or "right to be forgotten")

You have the right to obtain the deletion of your personal data in the following cases:

- your personal data are no longer required for the purposes for which they were collected;
- you have withdrawn your consent to the processing and there is no other equal basis for the processing;
- you have validly exercised your right to object;
- your data has been processed unlawfully ;
- your data must be deleted to comply with a legal obligation.

8.5. Right to restrict processing

In certain cases, you have the right to request the limitation of the processing of your personal data, in particular in the event of a dispute as to the accuracy of the data, if the data is necessary for legal proceedings or for the time necessary for ISOTHERMOS to verify that you can validly exercise your right to erasure.

8.6. Right to object

In certain cases, you have the right to request the limitation of the processing of your personal data, in particular in the event of a dispute as to the accuracy of the data, if the data is necessary for legal proceedings or for the time necessary for ISOTHERMOS to verify that you can validly exercise your right to erasure.

8.7. Right to data portability

You have the right to obtain all the personal data you have provided to us in a structured, commonly used and machine-readable format. At your request, this data may be transferred to another service provider, unless this is technically impossible.

8.8. Right to withdraw your consent

You may withdraw your consent to the processing of your personal data at any time, for example for direct marketing purposes.

9. How can you exercise your rights?

To exercise your rights, you must send us a written request and proof of identity, by registered post to ISOTHERMOS, Rue de l'Orphelinat 44-48, 1070 Anderlecht or by e-mail to info@isothermos.be. We will reply as soon as possible, and at the latest one (1) month after receipt of the request.

10. Possibility of lodging a complaint

If you are not satisfied with ISOTHERMOS' processing of your personal data, you have the right to lodge a complaint with the Data Protection Authority.
In Belgium: https://www.autoriteprotectiondonnees.be/