

# Privacy policy

Privacy policy last updated on: 06.05.2020

For us at Dumoulin BV and Dumoulin SRL, the privacy and the protection of the privacy of everyone whose personal data we collect is extremely important. The purpose of this privacy policy is to inform you as a customer, supplier and visitor of this website about how we take care of your personal data and what we do with your data.

## 1 Who is the data controller?

Dumoulin BV with enterprise number 0429.887.073, having its registered office at Spinnerijstraat 119 - 8500 Kortrijk, is responsible for the processing that it performs on the data of its customers, prospects and suppliers, etc., and Dumoulin SRL, with enterprise number 0449.730.404, having its registered office at Rue Bourie 18 - 5300 Andenne (Seilles), is responsible for the processing that it performs on the data of its customers, prospects and suppliers, etc.

Both data controllers are jointly responsible for the data processing carried out via this website.

A data protection officer has been appointed within the group of enterprises to which both data controllers belong, who supervises the protection of your personal data. You can contact this person via [privacy@arvesta.eu](mailto:privacy@arvesta.eu).

## 2 Dumoulin SRL - Rue Bourie 18 - 5300 Andenne (Seilles) Belgium

### 2.1 What data do we collect from you as a customer?

#### What data?

First of all, we may collect the following data: name, address, delivery addresses, VAT number, enterprise number, mobile phone and/or telephone number, fax number, language, profession, website, branch of industry, farmer identification data (operator number, agriculturist number, operation number), Sanitel (*centralised livestock identification and registration*) number, bank account number, branch of industry, purchase data (products purchased, price, quantities, time of purchase), type of customer (reseller, manufacturer, etc.), company data (number of animals, type of animals, certificates such as Bio, etc.). We may collect the name, email address, designation, telephone number and email address of company contacts.

The source of the data is as follows:

- From you, through sales calls, (order) forms, contracts, invoices, through our website, or commercial promotions;
- Via publicly available data (such as data from the Belgian Official Gazette, the Crossroads Bank for Enterprises, the National Bank, Graydon and the information service 1207, etc.);
- Through other companies in the group to which Dumoulin SRL belongs. You can find out which companies they are at [www.arvesta.eu](http://www.arvesta.eu).

#### For what purposes do we process this data?

In the first place, we use your customer details to ensure that our business relationship runs smoothly and that the commitments entered into are fulfilled properly. In concrete terms, this means that we use them, among other things, for maintaining customer and prospect administration, drawing up and sending invoices and correspondence concerning the same, processing orders, delivering products and communicating about them, and conducting accounts receivable management (following up outstanding invoices, sending reminders, etc.). These processing operations are required for the fulfilment of our agreement with you. We maintain records and manage accounts receivable based on our legitimate interests.

In addition, we may use your data to notify you as a customer concerning the prices of our products on a regular basis by email. We do this because it is necessary for the performance of our agreement with you as a customer and because it is required in connection with the implementation of any measures that precede it.

We also process your data to analyse which products you have purchased and the products/services you may be interested in, in order to customise our range and adjust our communications to you. We also carry out (statistical) analyses to improve our operations, services and products. We do this on the basis of our legitimate interest.

In addition, we may also process your data to inform you electronically and/or by post about our products, services and events, for direct marketing purposes, or to create profiles. By creating profiles, we can provide you with much more targeted and useful information. You will only receive electronic newsletters if you have given your explicit consent.

Finally, we also process your data in order to fulfil our legal obligations arising under tax and accounting legislation, manure legislation and food safety legislation (e.g. storage of invoices, etc.).

#### How long do we keep your data?

We do not retain the data for longer than is necessary for the above purposes. Your data will be deleted as soon as the need for the same no longer exists. What data do we collect from you as a supplier?

## **2.2 What data do we collect from you as a supplier?**

#### What data?

We may collect the following information: Name, address, VAT number, mobile phone number, telephone number, fax number, VLM data (operator number, operation number), Sanitel (centralised livestock identification and registration) number, company type, bank account number, language, and website supplier. We may collect the name, email address, designation, telephone number and email address of company contacts.

We have obtained this information from you verbally, by telephone or e-mail, via data on the invoices, via our representatives who have had contact with you, or via other companies in the Arvesta group, to which the controller belongs.

#### For what purposes do we process this data?

In the first place, we use your details to ensure that our business relationship runs smoothly and the commitments entered into are properly fulfilled and complied with. In concrete terms, we use your data for, among other things, maintaining a supplier administration, drawing up and sending out orders, drawing up and sending purchase order forms, processing and paying incoming invoices, and communicating about the same. We carry out this processing because it is necessary in order to fulfil our agreement with you.

Secondly, we may also process your data in order to comply with our legal obligations under tax, accounting and food safety legislation, among others.

#### How long do we keep your data?

We do not retain the data for longer than is necessary for the above purposes. Your data will be immediately deleted as soon as the need for the same no longer exists.

## **3 Dumoulin BV - Spinnerijstraat 119 - 8500 Kortrijk Belgium**

### **3.1 What data do we collect from you as a customer?**

#### What data?

First of all, we may collect the following data: name, address, delivery addresses, VAT number, enterprise number, mobile phone and/or telephone number, fax number, language, profession, website, branch of industry, farmer identification data (operator number, agriculturist number, operation number), Sanitel (*centralised livestock identification and registration*) number, bank account number, branch of industry, purchase data (products purchased, price, quantities, time of purchase, company data (number of animals, type of animals, etc.)). We may collect the name, email address, designation, telephone number and email address of company contacts.

If you share data on your pig farms with us in order to provide us with a report, we will receive the following information: name and e-mail address and technical data (number of sows, dates of service, dates on which the sows are farrowing, etc.).

The source of the data is as follows:

- From you, through sales calls, (order) forms, contracts, invoices, through our website, or commercial promotions;
- Via publicly available data (such as data from the Belgian Official Gazette, the Crossroads Bank for Enterprises, the National Bank, Graydon and the information service 1207, etc.);
- Via public information from, for example, the CBE, Graydon and the Information Service 1207;
- Through other companies in the group to which Dumoulin BV belongs. You can find out which companies they are at [www.arvesta.eu](http://www.arvesta.eu).

#### For what purposes do we process this data?

In the first place, we use your customer details to ensure that our business relationship runs smoothly and that the commitments entered into are fulfilled properly. In concrete terms, this means that we use them, among other things, for maintaining customer and prospect administration, drawing up and sending invoices and correspondence concerning the same, processing orders, delivering products and communicating about them, and conducting accounts receivable management (following up outstanding invoices, sending reminders, etc.). These processing operations are required for the fulfilment of our agreement with you. We maintain records and manage accounts receivable based on our legitimate interests.

In addition, we may use your data to notify you as a customer concerning the prices of our products on a regular basis by email. We do this because it is necessary for the performance of our agreement with you as a customer and because it is required in connection with the implementation of any measures that precede it.

We also process your data to analyse which products you have purchased and the products/services you may be interested in, in order to customise our range and adjust our communications to you. We also carry out (statistical) analyses to improve our operations, services and products. We do this on the basis of our legitimate interest.

In addition, we may also process your data to inform you electronically and/or by post about our products, services and events, for direct marketing purposes, or to create profiles. By creating profiles, we can provide you with much more targeted and useful information. You will only receive electronic newsletters if you have given your explicit consent.

Finally, at the customer's request, Dumoulin BV can draw up a pig farming report. This involves the processing of technical data relating to the customer's pig farm in order to provide the customer with a report.

Finally, we also process your data in order to fulfil our legal obligations arising under tax and accounting legislation, manure legislation and food safety legislation (e.g. storage of invoices, etc.).

#### How long do we keep your data?

We do not retain the data for longer than is necessary for the above purposes. Your data will be deleted as soon as the need for the same no longer exists.

### **3.2 What data do we collect from you as a supplier?**

#### What data?

We may collect the following information: Name, address, VAT number, mobile phone number, telephone number, fax number, VLM data (operator number, operation number), Sanitel (centralised livestock identification and registration) number, company type, bank account number, language, and website supplier. We may collect the name, email address, designation, telephone number and email address of company contacts.

We have obtained this information from you verbally, by telephone or e-mail, via data on the invoices, via our representatives who have had contact with you, or via other companies in the Arvesta group, to which the controller belongs.

#### For what purposes do we process this data?

In the first place, we use your details to ensure that our business relationship runs smoothly and the commitments entered into are properly fulfilled and complied with. In concrete terms, we use your data for, among other things, maintaining a supplier administration, drawing up and sending out orders, drawing up and sending purchase order forms, processing and paying incoming invoices, and communicating about the same. We carry out this processing because it is necessary in order to fulfil our agreement with you.

Secondly, we may also process your data in order to comply with our legal obligations under tax, accounting and food safety legislation, among others.

#### How long do we keep your data?

We do not retain the data for longer than is necessary for the above purposes. Your data will be immediately deleted as soon as the need for the same no longer exists.

### **4 What data do we collect via our website?**

This section explains which personal data we may process about you via the website, for what purpose we do so, as well as the legal grounds for the same. In addition, we also state how long we store this data.

#### **Contact form**

You can contact us via our website using the online contact form. If you do so, we collect details regarding your name, the country in which you are located, your company, telephone number, your e-mail address, the indication whether you are an exporter or not, the product group in which you are interested, and, of course, the question you have asked or the information you have requested.

We have a legitimate interest in collecting the information you provide, in order to respond to your message. We will not store this data for any longer than necessary to answer your questions or provide you with the requested information.

## **Newsletters**

You can register to receive e-mails with information about our products, our events, tips, advice, etc. through the website. We collect your email address to subscribe your name for the newsletter. Newsletters are only sent after obtaining your consent,

You can notify us at any time that you no longer wish to receive such newsletters. The procedure for the same shall be found under heading 7.

## **5 Do we transfer or sell your data?**

Under no circumstances do we sell your data to third parties.

However, we may share your data with the following, in order to provide our services, and in connection with the aforementioned processing purposes:

- the companies within the group to which Dumoulin BV and Dumoulin SRL belong, i.e. Arvesta. This is in order to centralise the customer and supplier administration. You can find out which companies they are at <https://arvesta.eu>.
- third parties (such as logistics partners, data centres, IT Service Providers, printers, mailing agencies, website builders, etc.). We have concluded agreements with these parties to ensure the protection of your data.
- Government and government agencies: to comply with our legal obligations arising from e.g. fertiliser legislation, accounting legislation, food safety legislation, etc. Only the data that are legally required to be communicated are shared.

Furthermore, in exceptional circumstances, disputes and other incidents can also lead to your personal data being shared with the police and other judicial bodies. Law firms, debt collection agencies, bailiffs, insurance companies or banks, among others, will also be able to gain access to some of your personal data when it is necessary for them to assist us in handling a file, or to execute projects, etc.

## **6 How do we secure your personal data?**

We will take all the necessary steps to ensure protection of your personal data, physically, electronically as well as at the organisational level.

For example, we store the personal data provided by you in databases, information systems and servers that are only accessible to authorised personnel or contractors who have to access these data in order to process it for us. In addition, our personnel are informed about this privacy policy and about all the applicable internal guidelines that have been issued for the protection of your personal data. They are also obliged to respect the confidentiality of your personal data.

## **7 How can you contact us to exercise your rights?**

You have the right to demand inspection of your personal data free of charge at any time. You also have the right to delete or rectify incorrect, invalid, outdated or incomplete personal data. You also have the right, in certain cases, to request us to cease the use of your personal data for a specific type of processing.

Finally, you have the right to object to any particular processing of your personal data.

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If you no longer wish to receive commercial e-mails or mail addressed personally to you, including newsletters, product information, news about Dumoulin, etc. you can easily unsubscribe from our mailing list. If you no longer wish to receive e-mails, you can unsubscribe via the unsubscribe link at the bottom of the e-mails. You may also contact us for unsubscribing from e-mails as well as personally addressed mail by using the e-mail address below.

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Please send your request by e-mail to [privacy@dumoulin.eu](mailto:privacy@dumoulin.eu)

Such request must contain the following: full name, address, e-mail address, copy of the front side of your ID card, and a clear description of your request.

If, in your opinion, we have not handled your request appropriately, please contact us according to the above information. If this does not produce the desired result, you have the right to file a complaint with the supervisory authority in the country in which you are residing. For Belgian customers, this is the Gegevensbeschermingsautoriteit. For Dutch customers, this is the Autoriteit Persoonsgegevens. In France, this is La Commission Nationale de l'Informatique et des Libertés (CNIL).

## **8 Changes to this Policy**

If we make any changes to this privacy policy, the amended policy will be published here with the date of revision stated at the top. If we make any significant changes to this Privacy Policy that change our privacy practices in a substantial way, we may also inform you of this in a different manner, e.g. by sending you an email or publishing a statement on our website before the changes come into effect.