

Privacy Policy

for Dumoulin customers and suppliers

Latest Privacy Policy update: 25.09.2018

Since we at Dumoulin are keen to ensure careful and proper handling of our customers' and suppliers' personal data, this Privacy Policy is intended to inform you how we will handle such data.

Dumoulin, located at 5300 Seilles, rue Bourie 18, Belgium, is the party responsible for the processing of the personal data as described in this Privacy Policy.

An appointed data protection officer is responsible for monitoring the protection of your personal data and can be contacted at privacy@dumoulin.eu.

What data do we collect?

We collect the following data: name, address, email address, telephone and/or mobile phone number, customer or supplier number, VAT number, bank account number, purchase and sale information, payment information, information about your professional activities, and if available, camera images of the Dumoulin site.

We have received this information from:

- yourself, via sales calls, ordering forms, contracts, invoices, marketing campaigns,
- from other companies of the group to which Dumoulin belongs,
- from third parties, such as the Crossroads Bank for Enterprises and Trendstop,
- via franchisees and commercial agents of the group to which Dumoulin belongs, insofar as this is allowed legally.

If you visit our website, please read our privacy policy declaration on the website carefully.

We also maintain data on interests if any that can be satisfied through our services and activities.

Why do we collect these data?

Your data is used in the first place, to ensure that the commercial relationship between us proceeds optimally and the obligations undertaken are correctly executed and followed up.

Secondly, we use your data to invite you to events, to inform you about promotional activities, for direct marketing purposes, for receiving newsletters, or for creating profiles. By creating profiles, we can provide you with better targeted and more useful information and optimise our internal operations.

You will only receive electronic direct marketing communications if you have explicitly consented to the same. You may unsubscribe from such direct marketing communications at any time.

We also use your data for statistical purposes and to be able to improve our services and products.

How long do we maintain this data?

We will maintain this data only as long is necessary for achieving the aforesaid objectives. Your data will be immediately deleted as soon as the need for the same no longer exists.

To whom will we disclose your personal data?

For the execution of our services, we may share this data with:

- The companies of the group to which Dumoulin belongs. For details concerning the identity of these companies, please [click here](#).
- Third parties (such as data centres, printing establishments, mailing agencies and software administrators). We have concluded agreements with these parties to ensure the protection of your data.
- Franchisees and commercial agents of the group to which Dumoulin belongs, insofar as this is allowed legally.

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

How do we protect your personal data?

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

Thus among other things, we will 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 have access to this data in order to process the same for us. In addition, our personnel are notified of this privacy policy declaration and of all the applicable internal guidelines that were issued for the protection of your personal data. They are also bound to respect the confidentiality of your data.

How can you contact us to exercise your rights?

You have the right to demand inspection of your personal data free of cost at any time. You also have the right to delete or rectify incorrect, invalid, outdated or incomplete personal data.

In addition, you have the right in certain cases to ask us to temporarily suspend the use of your personal data for a specific type of processing.

Finally, you will have the right to object to a specific type of processing of your personal data.

If you no longer wish to receive emails or mail containing newsletters or product information, then you can easily unsubscribe from our mailing list. If you do so, you will no longer receive any personalised emails or postal mail shots from Dumoulin.

You are required to [email](mailto:privacy@dumoulin.eu) your request to privacy@dumoulin.eu.

Such requests must contain the following: full name, address, email 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). In general, any complaints must be submitted to the supervisory authority in the country in which you are residing.

Changes to this Privacy Policy

If we make any changes to this Privacy Policy, the amended Policy will be published [here](#) with a statement of the date of revision at the top.