

DATA PROTECTION / GDPR

1. Who are we?

INDUSTRIAL LIFTING S.A., with its registered office at 1600 SINT-PIETERS-LEEUEW, Oudstrijdersstraat 31, registered in the BCE (central business database) under No 0406.724.859.

Tel.: +32 (0) 2 378.06.50

Fax: +32 (0) 2 377.58.91

E-mail: info@ilsa.be

This policy (together with our General Terms and Conditions of Sale and any document referred to herein and our cookies policy) sets out the way in which we process the personal data that we collect and that you provide to us.

Please read this document carefully so that you are familiar with and understand the practices that we implement as regards the processing of your personal data.

By using the website of INDUSTRIAL LIFTING S.A., visitors implicitly accept this Confidentiality Policy.

2. Why this privacy policy?

INDUSTRIAL LIFTING S.A. undertakes to protect your personal data and does its utmost to comply with the provisions applicable in the European Union and in Belgium.

To this end, INDUSTRIAL LIFTING S.A. complies with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 for the processing needs set out in Article 2 of this declaration.

This declaration also complies with the act on the protection of natural persons with regard to the processing of personal data of 30 July 2018, hereinafter referred to as 'the Act of 30 July 2018'.

3. Concepts:

- Personal data: any information concerning a identified or identifiable natural person (e.g.: name, address, e-mail address, postal address, mobile phone number, etc.).
- Processing: operation carried out on personal data (collection, recording, storage, destruction, erasure, etc.).
- Data controller: natural person or legal entity determining the means and purposes of the processing.
- Processor: natural person or legal entity that processes data on behalf of the data controller.
- User: any natural person or legal entity visiting or interacting in any way with INDUSTRIAL LIFTING S.A. and with the website.

4. Which personal information do we collect?

Your personal data (hereinafter referred to as 'personal data') are data that can be used to identify you either directly (data such as your surname and first name enabling your immediate identification), or indirectly (data such as your postcode, your telephone number or your contract number that can be used to identify you indirectly).

The following personal data are collected when we interact with you:

- information permitting identification (surname, first name, address, telephone number, e-mail address, etc.).
- information relating to your computer and your visits to the INDUSTRIAL LIFTING S.A. website, such as your IP address, your geographic location, your browser type, the length of your visit and the number of pages opened.
- professional data.
- demographic data (such as gender, language and age).

5. When do we collect your personal data?

When you submit a contact request via our website, we ask you for your surname, first name, company name, e-mail address and telephone number.

We use this information to respond to your request for information, including providing you with the information requested about our products and services. We can also contact you several times after your contact request in order to follow up your request for information. We do this in line with our legitimate interest in providing accurate information before and after a sale or a request for information or contact.

When you visit our website, the server logs are stored. Storing these logs is legal if the user is clearly informed of the implementation of the logging system and the data kept are only used to guarantee the security of the system and detect anomalies.

6. How do we use your personal data?

The user's data are recorded in order to manage the client relationship.

This processing is based on contractual necessity and on the legitimate interest of INDUSTRIAL LIFTING S.A. (freedom to do business).

INDUSTRIAL LIFTING S.A. may share some personal data with other recipients.

These include in particular:

- processors who provide certain services relating to your personal data under the terms of a subcontracting contract, solely with a view to providing technical assistance for INDUSTRIAL LIFTING S.A.
- competent authorities to whom INDUSTRIAL LIFTING S.A. may be obliged by law to disclose information as part of legal proceedings or to detect technical and/or security problems.

In any case, their access is limited to the data they need to carry out their task.

INDUSTRIAL LIFTING S.A. always asks its processors to take the required organisational and technical protective measures with regard to personal data and to guarantee that these data will be treated as strictly confidential.

7. How do we secure your personal data?

In accordance with the current legislation, INDUSTRIAL LIFTING S.A. provides an adequate level of protection for personal data. These measures include the technical and organisational measures required to protect the personal data of the Purchaser against accidental or unauthorised destruction, accidental loss and modification, access and any other unauthorised processing of your personal data. A generic description can be provided upon request.

8. Who is the data controller?

INDUSTRIAL LIFTING S.A. is the data controller.

If you have any questions or requests for information, please send an e-mail to info@ilsa.be

9. How long do we keep your personal data?

Personal data will be kept for a maximum of 10 years after the end of the contractual relationship.

10. What are your rights?

You have a certain number of rights, listed below, as regards your personal data and their processing.

You have the right:

- to consult and rectify data concerning you;
- to object, free of charge, at any time, to the processing of the personal data considered for direct marketing purposes;
- to request the erasure of data concerning you;
- to data portability, and to receive a copy;
- to refuse to allow your data to be processed automatically;
- to lodge a complaint with the Data Protection Authority (1000 Brussels, Rue de la Presse 35, +32 (0)2 274 48 00, +32 (0)2 274 48 35, contact@apd-gba.be).

11. What is our policy on cookies?

We make use of cookies on the INDUSTRIAL LIFTING S.A. website.

To find out more, please consult our cookies policy.

12. APPLICABLE LAW & COMPETENT COURTS

Should a dispute arise, the courts of Brussels shall have sole jurisdiction to hear this dispute and Belgian law alone shall apply.