

Privacy Policy BeneluxWindow

The website www.beneluxwindow.com (hereinafter the “Website”, “BeneluxWindow”) is operated by Curo (BV) and can be contacted via info@beneluxwindow.com. Feel free to contact us with any privacy-related questions, we will respond as quickly as possible.

1. Purpose of this Privacy Policy

When you visit our Website or use our services, you provide personal data. This concerns information that directly or indirectly allows us to identify you as a natural person. This Privacy Policy explains how we process such data in accordance with the General Data Protection Regulation (“GDPR”). BeneluxWindow may amend this policy at any time. In the event of substantial changes, you will be clearly informed.

2. Who processes your data?

BeneluxWindow acts as the data controller and determines which data are collected and for what purposes they are used. We take technical and organisational measures to protect personal data and, in certain cases, may engage external service providers to process data on our behalf. These parties are contractually obliged to ensure the confidentiality and security of the data they handle.

3. Legal basis for processing

We process personal data only on legal grounds permitted by the GDPR. These include processing necessary for the performance of a contract, compliance with legal obligations, and legitimate interests such as responding to enquiries and providing proper customer service.

4. What personal data do we process?

We collect only the personal data that are relevant and necessary for the purposes for which they are used. The type and amount of data depend on your use of the Website and our services. This may include identification and contact details, company information, and payment or invoicing data.

5. Purposes of processing

Personal data are processed for handling orders, organising deliveries, issuing invoices, supporting customers, answering questions, preventing fraud, ensuring security and managing disputes. We use cookies and collect anonymised statistical data to optimise the Website.

6. Disclosure to third parties

Personal data are not sold or transferred to third parties unless necessary for the performance of a contract, unless consent has been provided, or unless required by law.

7. Retention period

Personal data are kept no longer than necessary for the purposes for which they were collected, and are deleted once these purposes have been fulfilled or when a valid deletion request has been submitted.

8. Rights of the Data Subject

Under the GDPR, every data subject has several rights, including the right of access, the right to rectification, the right to erasure, the right to restrict processing, the right to object, the right to data portability, and the right to withdraw previously given consent.

9. Exercising your rights

If you wish to exercise your rights, you may submit a written request to BeneluxWindow, accompanied by proof of identity, via registered mail or e-mail. We will respond as quickly as possible and no later than one (1) month after receipt of your request.

10. Complaints

If you have any complaints or comments regarding the way BeneluxWindow processes your personal data, we kindly request that you first contact us directly so that we can seek an appropriate solution together.

If you remain dissatisfied, you have the right to lodge a complaint with the competent Belgian data protection authority:

Belgian Data Protection Authority (Autorité de protection des données / Gegevensbeschermingsautoriteit)

Drukpersstraat 35
1000 Brussels
Belgium

Website: <https://www.dataprotectionauthority.be>

E-mail: contact@apd-gba.be

Telephone: +32 (0)2 274 48 00

The Belgian Data Protection Authority handles complaints relating to data protection and supervises compliance with the General Data Protection Regulation (GDPR) in Belgium.

11. Language

In case of discrepancies or interpretation disputes between language versions, the Dutch version shall prevail.