

Privacy policy



This policy applies to the website and services of Timmerman-EHS (hereinafter referred to as 'we' or 'us').

The privacy of our customers and of visitors to our website is our highest priority. With this in mind, we only process your data in line with the stipulations of the General Data Protection Regulation (GDPR).

Personal data that we collect

We collect data to allow us to work efficiently and to be able to offer you the very best experience with our products and services. Some of these data are data that you provide to us directly (and optionally), such as when you request further information via the website, subscribe to our newsletter, etc.

Data that we collect via the website:

Contact details: Name, address details, e-mail address, telephone number.

Data that we collect from personal contact:

Contact details: Name, address details, e-mail address, telephone number (in the case of legal entities, also VAT number, industry sector, etc.).

How do we use these personal data?

The personal information that you provide may be used to administer our relationship with you or to adapt or improve the website and services that we provide to you. In addition, we also use your data to enable us to correctly process your purchases.

We may also use your personal data for marketing purposes, to send you promotional materials or notifications relating to the services that we provide and to send you informative newsletters containing tips that we believe may be of interest to you.

We retain personal data to administer relationships with our suppliers, such as to request quotes, to place and follow up on orders and to manage after-sales services and warranty claims.

You may, at any time, request that we stop sending your communication, e-mails and other correspondence. You can do this free of charge and do not have to provide a reason. Simply click on the unsubscribe link at the bottom of each e-mail message or by contacting our office by e-mail or telephone.

For how long do we retain personal data?

We retain your personal data for no longer than is strictly necessary for the accomplishment of the objectives as set out in the privacy policy.

We retain your personal data in accordance with any statutory retention periods and limitation periods that apply; for invoices, for example, this is a period of seven years.

Transfer of data to third parties

Your data will never be passed on to third parties. Your data are stored in a database. The data that you provide as part of your enquiry will never be transferred to third parties.

Data controllers and data processors

Your data may be processed by all employees in our office as part of the general undertaking of their work. Responsibility for processing is borne by the statutory directors of the company.

Security of your personal data

We do everything possible to protect the security and confidentiality of your personal data. We use appropriate technical and organisational measures to ensure that the processing of your personal data is in accordance with the requirements of national and European regulations.

Your rights

Right to access and inspect

You have the right to know what personal data we hold about you and how those personal data are used; you may request this information free of charge at any time.

Right to correction, removal and restriction

You have the right to request that we correct, supplement or remove your personal data. You acknowledge that in the event of a refusal of communication or request to have your personal data removed, certain services and products will no longer be deliverable. You may also request that we restrict the processing of your personal data.

Right to object

You have the right to object to the processing of your personal data for serious and legitimate reasons. In addition, you always have the right to object to the use of your personal data for the purpose of direct marketing; in that case, you do not have to specify a reason.

Right to port data to another party

You have the right to obtain the personal data that we process in a structured, accessible and machine-readable form and/or to port your data to another data processor.

Right to withdraw consent

If processing is based on your prior consent, you have the right to withdraw that consent.

Right to lodge a complaint/exercise rights

In the event that you wish to exercise one or more of the aforementioned rights, please contact our data manager: evi.van.weymeersch@timmerman-ehs.be

You also have the right to lodge a complaint with the Belgian Commission on the Protection of Privacy:

Gegevensbeschermingsautoriteit, Drukpersstraat 35, 1000 Brussel, Tel +32 (0)2 274 48 00, Fax +32 (0)2 274 48 35, email: contact@apd-gba.be

Amendments

This privacy policy relates to the use of - and options available in relation to - the website and our services. We reserve the right to amend or update this privacy policy at any time.

Questions and feedback

If you have any questions about this privacy policy, you can contact: Timmerman-EHS, Slachthuisstraat 14, 9900 Eeklo – T. +32 (0)9 377 26 10.