

# Privacy & Cookie-policy

Last adaptation 01/06/2018

This is the Privacy and Cookie-Policy of Craenen BVBA - Anticyclone des Açores, with registered offices in IJzerenberglaan 24, 3020 Herent (hereinafter “Anticyclone des Açores”), that regulates the processing of your personal data by the employee responsible for their processing.

Read this Privacy & Cookie Policy carefully. It contains essential information about how your personal data are processed and which cookies are being used. By providing personal data on the website [www.kaartenreisgidsen.be](http://www.kaartenreisgidsen.be) and by providing email addresses mentioned on this website you declare to have noted this Privacy Policy and that you agree with it explicitly, as well with the processing itself.

## Clause 1 General terms

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- 1.1. Anticyclone des Açores, as a Belgian company, applies the “law of December 8, 1992 on Privacy Protection in relation to the Processing of Personal Data” as modified by the “law of December 11, 1998” and by the “law of June 13, 2005 on electronic communications”.
- 1.2. Anticyclone des Açores declares to abide by the European General Data Protection Regulation 2016/679 of 27 April 2016 with this Privacy Policy.
- 1.3. Anticyclone des Açores takes responsibility for the processing of your personal data. A declaration had been made with the Data Protection Authority concerning the processing of your personal information.

## Clause 2 Collected personal data

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- 2.1. Data you communicate to us:
  - **Category 1:** without registration: your IP-address
  - **Category 2:** your profile name, password, e-mail address and login data
  - **Category 3:** when registering for the newsletter: your e-mail address
  - **Category 4:** via cookies
  - **Category 5:** your address data when placing an order
- 2.2. Anticyclone des Açores can obtain your personal data through different means:

1. by placing cookies (see below);
  2. during your registration and use of the Website;
- 2.3 The Website also uses cookies who collect certain personal data. For the provisions about the use of cookies, see article 9.

### **Clause 3 Purposes of the processing of data**

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#### 3.1. General purposes:

Anticyclone des Açores will use the obtained personal data solely for the purposes mentioned below:

- **Category 1:** The maintaining and improving of the Website and the creation of anonymous statistics, from which the identity of particular persons or companies are not traceable, based on the “grounds of legitimate interest” of Anticyclone des Açores to improve her service and Website continuously;
- **Category 2:** managing your account on the Website and using the forum based on the execution of the agreement which you requested, in order to send you direct marketing mailings, if you requested so, based on your explicit consent
- **Category 3:** the sending of direct marketing mailings, newsletters, promotions, based on your explicit and preliminary consent
- **Category 4:** Cookies, based on your explicit, prior consent
- **Category 5:** The delivery and invoice-details of the products ordered by you, based on the delivery of a service which you requested.

You are not obliged to provide us with your personal data, however you must understand that the delivery of certain services is not possible in case you refuse to provide us with certain personal data.

#### 3.2. Direct marketing:

Your personal data will only be used for direct marketing purposes if you give your explicit and preliminary consent (“opt-in”).

In case you have given your consent and you are added to Anticyclone des Açores’ direct mailing list, Anticyclone des Açores may use your personal data to send you marketing material as well as other material relating to Anticyclone des Açores, her

products and/or her services. Anticyclone des Açores can also use the personal data you provided in order to adapt the documents saved by Anticyclone des Açores.

This consent can be revoked at all times, for free and without motivation by clicking the provided unsubscribe link or by sending us an e-mail.

### 3.3. Transfer to third parties:

In case of whole or partial reorganization or cession of Anticyclone des Açores activities, whereby Anticyclone des Açores reorganizes, transfers, ceases her business activity or in case Anticyclone des Açores goes bankrupt, your personal data may be transferred to new entities or third parties, if these entities or third parties partially or wholly continue the business activities of Anticyclone des Açores.

Anticyclone des Açores will try, if reasonably possible, to inform you beforehand of the fact that Anticyclone des Açores transfers your personal data to a third person, but you must be aware of the fact that this is not always possible, not technically nor commercially.

Anticyclone des Açores won't sell, let or hand out your personal data, nor place them at disposal of third parties, except in the situations provided for in this policy or if you've given your explicit and preliminary consent.

### 3.4. Legal requirements:

In extraordinary circumstances it may occur that Anticyclone des Açores is obliged to transfer your personal data following a court order or in order to comply with imperative laws and/or regulations. Anticyclone des Açores will, if reasonably possible, try to inform you beforehand, unless revealing this information is subject to legal constraints.

## **Clause 4 Duration of the processing**

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- 4.1. We will store and process your personal data during the period necessary depending on the purposes of the processing as well as depending on the contractual relationship between you and Anticyclone des Açores. Via a button on the account page you can ask for your account to be deleted.

## **Clause 5 Your rights**

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- 5.1. Access right and right to obtain a copy.

You have the right to freely obtain access to your personal data at any moment, as well as to be informed about the use of your personal data.

5.2. Right to correct, delete and limit:

You have the choice to share your personal data with Anticyclone des Açores. You also have the right to request Anticyclone des Açores to correct, delete or complement your personal data. You acknowledge that a refusal to share data or a request to delete these data will make the delivery of certain services and/or products impossible.

You can also request the processing of your personal data to be limited.

5.3. Right to object:

You have the right to object to the processing of your personal data when you have serious and legitimate reasons to do so.

You also have the right to object to the use of your personal data for purposes of direct marketing. In such case specific reasoning will not be requested.

5.4. Right to free data transferring:

You have the right to obtain your personal data which is processed by Anticyclone des Açores in a structured, usable form, readable by machines and/or to transfer this data to another data controller.

5.5. Right to withdraw consent

When the processing is based on prior consent you have the right to withdraw this consent.

5.6. Exercise of rights:

You can exercise your rights by contacting us, either through e-mail at [anticyclone@craenen.be](mailto:anticyclone@craenen.be), by mail to *Anticyclone des Açores, Wolvengracht 34, 1000 Brussels, Belgium* or through the segment 'Contact us' on the Website, with inclusion of copy of your ID.

5.7. Automated decisions and profiling:

The processing of your personal data does not include profiling, nor shall you be subjected to automated decisions.

5.8. Right to file a complaint:

You have the right to file a complaint with the Belgian Data Protection Authority: Commission for protection of personal life, Drukpersstraat 35, 1000 Brussels, Tel +32 (0)2 274 48 00, Fax +32 (0)2 274 48 35, e-mail: [commission@privacycommission.be](mailto:commission@privacycommission.be).

This does not affect a provision before the civil court.

If you have suffered damages caused by the processing of your personal data you can file a claim for damages.

## **Clause 6 Safety and confidentiality**

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- 6.1. We have adopted safety measures which are suited on both a technical and an organisational level to avoid the destruction, the loss, the forgery, the adjustment, the non-authorized access or the notification of the personal data by accident to a third party, as well as the non-authorized processing of these data.
- 6.2. Anticyclone des Açores shall not be liable in any way for direct or indirect damages caused by a wrongfully or improper use of the personal data by a third party.
- 6.3. At all times you shall comply with safety standards, for instance by avoiding all non-authorized access to your login and access code. You are solely responsible for the use of the Website on your computer, IP-address and identification data, as well as for the confidentiality.

## **Clause 7 Access by third parties**

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- 7.1. In order to process your personal data we provide access to your personal data to our employees.
- 7.2. We guarantee a similar level of protection by imposing contractual obligations to our employees that are similar to this Privacy Policy.

## **Clause 8 File a complaint with the Privacy Commission**

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- 8.1. A declaration had been made with the Data Protection Authority concerning the processing of your personal information. You can always contact them at the following addresses:

Data Protection Authority  
Drukpersstraat 35  
1000 Brussels  
+32 (0)2 274 48 00  
+32 (0)2 274 48 35

## Clause 9 Cookies

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### 9.1. What is a cookie?

A “cookie” is a small text file that is sent from the server of Anticyclone des Açores and is stored on your computer’s hard drive. The information stored through these cookies can only be read by us and only for the duration of your visit to the Website.

### 9.2. Why do we use cookies?

Our website uses Cookies and similar technologies to distinguish your preferences from those of the other users of our Website. This allows us to offer you a better experience when you visit our Website and to optimize our Website in the meantime.

As a result of recent amendments of the law, all websites focusing on certain parts of the European Union are obligated to ask for your permission in order to use or save cookies and similar technologies on your computer or mobile devices. This cookie policy clearly and completely informs you about the cookies we use and their purpose.

### 9.3. Kind of cookies:

When you first visit our website you will be asked to accept our cookies. We only use the cookies published by Google, for more information we would like to direct you to the policy stated by this party on their website. However, we would like to point out we do not influence the content of this policy in any way, nor do we influence the content of the cookies published by this party: [Google cookies](#)

You can block or refuse Cookies in your browser settings. The rejection of these cookies may have the effect of not allowing you to use some functionalities on the Website.

More information on cookies can also be found via the following link: <http://www.allaboutcookies.org/>

In case you have any more questions or remarks regarding the processing of personal data, please contact us at [anticyclone@craenen.be](mailto:anticyclone@craenen.be) or by mail at Anticyclone des Açores, Wolvengracht 34, 1000 Brussels or by using the “contact us” segment on our website.