



SINCE 1952

PRIVACY POLICY

Personal Data Protection

This Privacy Policy applies to all interactions between Luyckx and its contacts (customers, prospects, suppliers and third parties). Any reference to "Luyckx" is deemed to refer to all companies of the Luyckx Group, its shareholders, management, employees, staff and representatives.

1 GENERAL

1.1 Privacy is very important to Luyckx. Luyckx wants to process personal data and information in a lawful, correct and transparent manner. This Privacy Policy explains what personal data and information Luyckx collects and processes from natural persons or legal entities.

1.2 This Privacy Policy also provides more information about your rights and how you can exercise them. This Privacy Policy <https://www.luyckx.be/nl/privacy> forms an integral part of our General Conditions published on our website www.luyckx.be/en/sales-conditions.

2 RESPONSIBLE PARTY

2.1 Firma Luyckx nv/sa, a public limited company whose registered office is at 33 Abdijlaan 2960 Brecht, is responsible for this Privacy Policy. If you have any questions or comments, please contact us at privacy@luyckx.be.

3 CHANGES AND UPDATES

3.1 Luyckx may amend this Privacy Policy at any time, for example in the context of changes to its services or the applicable legislation. The version number and date of issue are always indicated at the bottom right. The valid version can be found on our website www.luyckx.be.

4 PERSONAL DATA

4.1 Luyckx's contacts can choose to transfer data themselves, for example by subscribing to a newsletter or contacting Luyckx through other channels (telephone, website, email, fairs, etc.). The data that contacts actively provide to Luyckx is used to provide information on topics of their choice or to respond to specific requests. If, for example, you wish to become a customer of Luyckx, Luyckx will register your data for the purpose of performing our agreement(s).

4.2 Cookies are used to ensure the proper functioning of Luyckx's website. These cookies enable us to remember choices (e.g. language, product, etc.) and to offer our contacts the most relevant services and information. Cookies are not used to track visitors' browsing behaviour on other websites. Internet browsers allow you to prevent the use of cookies, to be warned when a cookie is installed or to remove cookies. Please consult the help function of your internet browser for more information. Luyckx uses this data to analyse its website using Google Analytics. It is never the intention to use cookies on an individual level.

5 PRIVACY

5.1 Accessing Data

If you wish to have access to the data that Luyckx processes about you, please contact us.

Luyckx will then provide you with as complete an overview of your data as possible. Some personal data from traditional backup files, log files, history files or archive files may not be included in this overview. This data is not part of the personal data and data that is currently being processed and is therefore not available at all times. Therefore, it cannot be communicated. However, it is regularly removed from these files in accordance with standard cleaning processes.

5.2 Correcting Data

It may happen that certain data that Luyckx has stored about you is not (no longer) correct. You can always request that this data be corrected or completed.

5.3 Removing Data

If you believe that Luyckx is processing certain data unlawfully, you can always request that it be removed.

5.4 Opposition to Specific Use of Data

If you disagree with the way in which Luyckx processes certain data, you can oppose this. Luyckx will consent to such an opposition unless there are compelling or legal grounds for refusing to do so.

5.5 Refusal of Automated Data Processing

Some data processing and processes are fully automated and do not involve human intervention.

If you disagree with the result of such a fully automated process, you can contact Luyckx.

5.6 Transfer of Data

You have the right to request that personal data you have provided to Luyckx be transferred to you or directly to a third party. Privacy legislation provides for a number of restrictions on this right, which means that it may not apply to all data.

5.7 Exercising Your Rights

Always be as specific as possible when exercising your rights. This will enable Luyckx to deal with your request in a concrete and correct manner. Luyckx will verify your identity as well as possible to prevent someone else from exercising your rights. That is why Luyckx requires a copy of your identity card when you make such a request.

If you have any questions or comments, please contact us at our email address privacy@luyckx.be. This is your first point of contact for privacy matters.

If you no longer wish to receive the Luyckx newsletter, you will find a link at the bottom of each newsletter where you can unsubscribe.

6 RETENTION OF PERSONAL DATA

6.1 Luyckx uses your personal data if it serves a clear purpose. If Luyckx no longer has a purpose, the data will be removed.

6.2 The starting point for retaining your personal data is the statutory retention period (often up to 10 years after the end of a contract or the performance of a transaction). This period may be longer for the exercise of rights; if the law does not prescribe a retention period, the retention period may be shorter.

6.3 Some applications may require a longer time frame, for example for conducting studies or developing risk and marketing models. Some insights only become clear when viewed in a broader time frame. The retention period may therefore be extended by 10 years compared to the standard retention periods. Luyckx will always sever the link with individuals as quickly as possible and work with aggregated or anonymised data as much as possible.

7 DATA PROCESSING

7.1 For the processing of personal data, Luyckx uses various processors who process certain data on its behalf, such as:

- consultants,
- market research agencies,
- ICT and security service providers, etc.
- marketing and communication agencies,
- social media,
- companies that support Luyckx in managing and analysing user behaviour on its applications and websites,
- etc.

7.2 In order to protect your personal data and to have sufficient guarantees that the processors comply with the privacy regulations, they have been asked to enter into a processing agreement with Luyckx.

7.3 In addition, all Luyckx employees are bound by confidentiality and have been informed about how Luyckx handles personal data.

8 SECURITY OF PERSONAL DATA

8.1 Luyckx considers it important that all data is treated in a secure manner. Various security technologies and measures are therefore used to protect data in an appropriate manner against unauthorised access, improper use, loss or disclosure. Unfortunately, the exchange of information via the internet is never 100% secure. Although Luyckx makes every effort to safeguard the security of data, Luyckx cannot guarantee this in absolute terms.