



## Privacy statement

Demapack attaches great value to your privacy and the protection of your personal data.

In this privacy statement we want to provide transparent and clear information about how we manage your personal data. We make every effort to ensure your privacy and handle your personal data with care. Demapack follows the Data Protection Regulation (DPR, EU 2016/679).

This privacy statement applies to all services of Demapack. We are not responsible for the privacy statements of other websites and sources that are connected with our website.

By using our website and services, you accept this privacy statement.

Demapack is responsible for the processing of your personal data. If you have questions about our privacy statement or you want to contact us about your personal data, this can be done via the **contact details** below:

Company: Demapack  
Address: Lindestraat 26, 9700 Oudenaarde – Belgium  
Tel: +32 (0)55 210 990  
E-mail: info.demapack@gmail.com

### **Collected personal data by Demapack**

Only those personal data are collected that are necessary to meet a certain part of our services or to send you information.

Demapack may use your personal data for all or some of the following purposes:

- **Personal contact information:** including all information that Demapack needs to contact you personally. (exp. First name, e-mail, telephone number)
- **Company details:** to perform invoicing and other services (exp. Address, VAT number, sector)
- **Consumer feedback:** including information you share with Demapack about your experience with our products and services. (exp. Comments, suggestions, testimonials)

In the forms some information is required (usually marked with a \*), this information is needed to provide you with the desired service.

Other information – not marked with \* – can be useful, but is not necessary. You choose whether you enter data here.



## Why collecting personal data and how it is been used.

Your personal data are used for one or multiple purposes and legal grounds:

- **Contact form:** to give you an answer on your request.
- **Commercial management**
- **Delivery of services and products:** to process and deliver your purchases.
- **Customer service:** to better serve you as a consumer, including answering your questions, complaints and general feedback about our products. Our customer service can be offered through various forms of communication, such as e-mail, letter and telephone.
- **Personalization:** Demapack can combine personal data from one source (exp. Contact form) with data of another source (exp. offline event). That way Demapack gets a better view on the customer so we can serve you better.
- **Promotion, PR and communication:** to send you advertising messages if you gave us your permission to receive such messages. (including information of Demapack, our products and services, promotion). These messages can be send digital (exp. E-mail and online advertising) or via post.

An exception on this is only possible with your explicit permission.

## Sharing of personal data

### Transfer to third parties

Your personal data will not be passed on third parties. We only use services that process personal data if we have a processing agreement with them, if they are necessary for our services and information provision and if they can guarantee the secure storage of personal data with a guarantee for your privacy.

Your personal data will only be passed on if this is necessary for the purpose for which you gave permission and provided the personal data (sending a newsletter, purchasing products, service book, ... ) Or if this is legally required and permitted (for example in the context of a judicial investigation).

We also call on certain subcontractors such as ICT companies for the maintenance and management of our website, server maintenance, and this in order to outsource some of our services to them. These subcontractors are also not considered third parties. We ensure that these subcontractors take the necessary technical and organizational measures to process your personal data lawfully and under no circumstances make it known to third parties.

### Service providers

Demapack may call on service providers, representatives or contractors to provide services on behalf of Demapack, including the provision of the services that are available to you. It is possible that these external parties may access or process your personal data when providing these services.



Demapack undertakes by means of a written agreement of such external parties, which may be located in a country other than Belgium, that they comply with all relevant data protection laws and security requirements relating to your personal data.

## **Your rights**

You have the right to your personal data:

- To **request** and to **look** into,
- To **change**,
- To **delete**.

You can also ask to be removed from all databases. You will then be “forgotten” and not be contacted in any way.

A **written request** must be submitted to make changes, this will happen as soon as possible. This can be done by sending a simple request to **info.demapack@gmail.com**.

### **Always mention:**

- **First and last name** of the person that you wish to delete or change.
- **Company name**
- **E-mail address**
- **Which change** you like to implement.

When exercising this right, we ask you to clearly state against which processing (s) you oppose or which consent you wish to withdraw. We wish to point out that the objection to certain processing or the withdrawal of your permission for certain processing of your personal data may result in you no longer being informed or being able to use the activities or services offered by us.

## **Security and data retention**

### Security of the data

The computers and internet connections on which your personal data is stored and transported are protected as far as possible against hacking, installing malware and other improper use. The computers and the network can only be logged in with a username and password.

Anyone who can view or know your personal data on behalf of Demapack is bound by confidentiality of that information.

A backup is made of the personal data in order to be able to recover it in the event of physical or technical incidents.



All employees of Demapack have been informed about the importance of the protection of personal data and privacy.

## Storage

Personal data will be stored for as long as is necessary to provide you with the service that you have activated yourself or for which you gave permission. Your personal data will be kept for up to 5 years after the last use.

## Automatic storage of non-personal data

During a visit to our website, data about the use of the website is automatically stored. These are only **non-personal and anonymous data** (*for example, your IP address is not tracked*). We analyze this information with Google Analytics (read the privacy policy of Google and Google Analytics for more information) to improve our website, however **no personal information** is kept or transmitted to Google and to other third parties.

## Cookies

Our website uses functional and analytical cookies. This happens anonymously.

In short: functional cookies make our website work better, analytical cookies tell us something about how the website is used. No personal data is collected or transmitted. The cookies are not used for marketing or advertising.

You can turn cookies off and on in your browser settings and also clear them.

## Social media

On our site, we have part buttons for our social media pages. The code behind these buttons places - when used - a cookie on your computer. The privacy rules of the social networks apply here. We have no influence or responsibility for what these networks do with your personal data.

We also have no control over how other users of social media use your information after you have shared something that is on our website.

## Amendments

This Privacy Statement may change. We adapt the rules and conditions to protect your privacy as well as possible and to deal with your personal data in a transparent manner. So take a look again and again. The last adjustment dates from May 25, 2018.



## **Complaints**

We handle your personal data as carefully as possible and keep it secure. If something goes wrong, we will inform you as soon as possible and we will do everything we can to limit the damage.

If you still have complaints about our use of your personal data despite our precautionary measures, please contact [info.demapack@gmail.com](mailto:info.demapack@gmail.com).

You will find more information about complaint procedures on the following websites: [privacycommissie, Vlaamse Toezichtcommissie](#).