

Privacy Policy

Contact

Office Kirkpatrick S.A. with registered office at 32 Avenue Wolfers at 1310 la Hulpe (Belgium), and registered under company number BE0426.603.921 (hereinafter, "**Kirkpatrick**" and "**We**").

Contact: ip@kirkpatrick.eu

1. Why this Privacy Policy?

Any person (hereinafter referred to as the "**Customer**" and the "**User**") visiting and / or using the website <https://www.kirkpatrick.eu/> (hereinafter referred to as the "**Site**") or using our Kirkpatrick services, discloses a certain amount of personal data. Personal data is information that allows us to identify you directly or indirectly as a natural person.

We collect and process your personal data in accordance with the Belgian Law of July 30, 2018 on the protection of privacy with regard to the processing of personal data ("**Privacy Law**") and the European Regulation of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data ("**Regulation**" or "**GDPR**").

By using the Site or our services, the User declares to have read this Privacy Policy and expressly accepts the collection and processing of your personal data as described in this document.

We reserve the right to make changes to our Privacy Policy at any time.

2. Who processes your personal data?

2.1. The controller

Kirkpatrick is the controller and determines the personal data that is collected, the purposes and means of processing.

2.2. The subcontractors

Kirkpatrick is free to use subcontractors. The processor is the natural or legal person who processes your personal data at the request and on behalf of the controller. The processor is required to ensure the security and confidentiality of your data and always acts on the instructions of the controller.

3. On what grounds are my data processed?

In accordance with the Privacy Law and the GDPR, we process your personal data on the basis of the following legal grounds:

- Based on the performance of the contract to which you are a party or the contractual measures taken at your request for the use of our Site and the provision of our services and / or products.
- On the basis of our legal obligations for everything concerning the management of the contractual relationship, in particular invoicing.

- Based on our legitimate interest in sending information and newsletters to our customers.
- Based on your express consent to send promotional offers (direct marketing).

4. What personal data is collected?

The processing of your personal data is limited to what is strictly necessary to achieve the purposes pursued by Kirkpatrick. The categories of data concerned by the processing are listed below:

- Personal identification data (last name, first name, address, identifiers)
- Contact details (phone number and email address)
- Financial identification data (bank details)
- Electronic identification data (IP address, location, cookies)
- Personal details (sex, age, date and place of birth, nationality)

5. What are the aims pursued?

Kirkpatrick collects your personal data for the sole purpose of providing you with an optimal, personalized and secure user experience. The processing of your personal data is therefore essential for the proper functioning of the Site and the provision of our services. If any data is missing, incorrect or incomplete, Kirkpatrick reserves the right to suspend or cancel certain operations.

Kirkpatrick undertakes to process your personal data exclusively for the following purposes:

- Customer management: customer administration, order management, deliveries, invoicing, monitoring of solvency, provision of support, monitoring of complaints and sending of newsletters.
- Litigation management.
- Protection against fraud and crime.
- Personalized marketing and advertising if you have expressly consented to it. In this case, you are free to withdraw your consent at any time.

By visiting our Site, certain data is collected for statistical purposes. This data allows us to optimize your user experience. This is your IP address, the geographic area visited, the day and time of the visit, and the pages viewed. For more information, you can consult our cookie policy.

6. Who receives your personal data?

Your personal data is intended to be used exclusively for internal purposes. Your personal data will therefore not be sold, transmitted or communicated to third parties, without your prior consent.

7. How long are your data kept?

Your data is kept as long as necessary to achieve the purposes pursued. They will be erased from our database as soon as they are no longer necessary for the purpose pursued or if you have validly exercised your right to erasure.

8. What are your rights?

8.1. Guarantee of fair and lawful processing

Your personal data are always processed in accordance with the legitimate purposes explained in point 5. They are collected and processed in an adequate, relevant and non-excessive manner, and are not kept longer than necessary to achieve the purposes pursued.

8.2. Permission to access

If you are able to prove your identity, you have the right to obtain information about the processing of your data. So you have the right to know the purposes of the processing, the categories of data concerned, the categories of recipients to whom the data is transmitted, the criteria used to determine the retention period of the data, and the rights you can exercise over your data.

8.3. Right of rectification

Inaccurate or incomplete personal data can be corrected. Either directly by the User or by making a request in writing.

8.4. Right to erasure (or "right to be forgotten")

You have the right to obtain the erasure of your personal data in the following cases:

- Your personal data is no longer necessary for the purposes;
- You withdraw your consent to the processing and there is no other legal basis for the processing;
- You have validly exercised your right to object;
- Your data has been processed unlawfully;
- Your data must be deleted to comply with a legal obligation.

8.5. Right to restriction of processing

In certain cases, you have the right to request the limitation of the processing of your personal data, in particular in the event of a dispute as to the accuracy of the data, if the data is necessary in the context of legal proceedings or the time necessary to Kirkpatrick to verify that you can validly exercise your right to erasure.

8.6. Right of opposition

You have the right to object at any time to the processing of your personal data for the purposes of direct marketing, profiling or for the purposes of the legitimate interest of the controller. Kirkpatrick will cease processing your personal data, unless it can demonstrate that there are compelling legitimate grounds for the processing which outweigh your right to object.

8.7. Right to data portability

You have the right to obtain any personal data that you have provided to us in a structured, commonly used and machine-readable format. At your request, this data can be transferred to another provider, unless this is technically impossible.

8.8. Right to withdraw your consent

You can withdraw your consent to the processing of your personal data at any time, for example for direct marketing purposes.

9. How to exercise your rights?

To exercise your rights, you must send us a written request and proof of identity, by email to ip@kirkpatrick.eu. We will respond to it as soon as possible, and no later than one (1) month after receipt of the request.

10. Possibility of lodging a complaint

If you are not satisfied with the processing of your personal data by Kirkpatrick, you have the right to lodge a complaint with the Data Protection Authority (<https://www.autoriteprotectiondonnees.be/>).