

In observance of the European General Data Protection Regulation (“GDPR”), that came into effect May 25 2018, we took the necessary measures, both organizational as IT related, to protect the data of our clients, suppliers, applicants or other professional contacts in the best possible way. As we care about your privacy and the protection of your personal data, we do what’s necessary to properly deal with your personal information.

Since we want to inform you correctly about how we use and protect your data, please carefully read our privacy statement below. Should you have any more questions regarding your data and our privacy policy, do not hesitate to contact us at gdpr@basalte.be

How do we collect your data?

We may collect or obtain data directly from you through a.o. business cards, network events, tradeshowes or subscriptions to our newsletters. We also save the data we obtain from contracts, contact requests on our website, social media requests, response per e-mail, commercial actions, orders, etc. We may also collect data when someone visits our website: by use of cookies or other technologies that allow to do so.

Which information do we keep?

As a professional or business contact, we collect and save your general company related data:

- company name
- company address
- company telephone number
- personal e-mail addresses of contact persons in the company
- company VAT number and billing information
- function title
- product preferences, demographic information and any other information you choose to provide

Why do we keep this data?

- Communication & information

On the one hand, we collect and keep your data for communication purposes. We want to inform you about our services and products and want to keep this content as useful as possible, as a smooth communication with you is a priority to us.

- Commercial purposes

On the other hand, we keep your data for commercial purposes, as we want to assist and support you in buying and using our products. This means for example that we can send your orders to the correct address or our invoices to the appropriate contact person.

In case you don’t want to receive our information or newsletter anymore, you can always unsubscribe from our newsletters without any problem or contact our customer service.

- Statistics

We also use your data for statistical purposes and to improve our products and services.

Where do we save this data?

Your personal data is being saved in our internal CRM system (Customer Relationship Management). This is only accessible to our employees who need access to these data with regard to their function. We never transfer your personal information to third parties, as we consider your data as strictly confidential information.

How can you take a look in these data?

As a business relation of Basalte, you also have the right to demand access to the personal data we collected from you. You can always access, correct or delete your data without any costs. To do so, you have to contact our customer service at gdpr@basalte.be with a proof of identification and specify your request of what you'd like to know, adjust or delete.

How long do we keep this data?

Unless a longer storage period is required or justified by the law or through compliance with another legal obligation, Basalte shall only store your personal data for the period necessary to achieve and fulfil the above purposes.

How do we secure your data?

As your personal data is strictly confidential to us, we took the necessary organizational and technical measures to protect your data against any loss, destruction, unintentional changes, damage, illegal access or any other unlawful processing.

Changes to this privacy statement

Basalte may change this privacy statement as needed. As such, it is strongly recommended to regularly consult this statement, to make sure that you are aware of any changes.