

## Privacy and Cookie Policy BRUSTOR

This Privacy and Cookie Policy governs the processing of your personal data by:

**Brustor NV**

Company number: 0435.751.318

Muizelstraat 20, 8560 Wevelgem

Contact email: [info@brustor.com](mailto:info@brustor.com)

Website: [www.brustor.com](http://www.brustor.com)

In this document referred to as: **brustor.com**

### Article 1 :What are personal data?

Personal data means any information that allows us to identify you directly or indirectly, such as your name and contact details, date of birth, photographs, email address, telephone number, or any other data linked to you or that can be linked to you, such as your behaviour on our website, your preferences, your location data, or the IP address of your internet connection.

Under the General Data Protection Regulation of the European Union (the "GDPR"), such data may only be processed under strict conditions, and as a visitor to our website you have the right to know how we do so.

Please read this Privacy and Cookie Policy carefully. It explains how we process your personal data and which cookies we use. By sharing your personal data on our website, by contacting us by email or telephone, or by submitting a question or complaint, you acknowledge having taken note of this Privacy and Cookie Policy.

### Article 2 : Which data do we process about you?

Brustor.com processes the following personal data in the context of its activities:

## ***When you contact us via the contact form on our website***

If you contact us via the contact form on our website, we process your contact details and the content of your message or request solely for the purpose of replying to your message or request and thereby fulfilling our obligations towards you.

We do not retain these data for longer than three months and use them exclusively to respond to your message.

## ***When you subscribe to our newsletter***

We regularly send newsletters, mailings and other communications. Existing customers receive these automatically. Anyone who voluntarily subscribes to our newsletter does so on the basis of explicit consent. In all cases, you may unsubscribe at any time via the link provided at the bottom of our mailings.

In this context, we process your first name and email address, together with analytical data relating to the performance of our mailings. These data are stored in our mailing database for a period of two years following your last interaction with us.

## ***When you download a brochure from our website***

Via our website you may download a brochure. You are given the option to leave your email address in order to be contacted further regarding our products. When you provide your email address, we process it on the basis of your consent for the purpose of contacting you about our products and services. Your email address is retained for a period of six months.

## ***When you use the 3D simulator***

When you use the 3D simulator on our website, we collect the data you enter into the simulator. This is done in order to provide you with an optimal user experience.

If you request a quotation from a selected dealer via the simulator, we process the data necessary to handle the quotation request. These data are retained for a period of three months and are then automatically deleted from our systems.

If you save a 3D simulation without submitting a request to a dealer, your data will be retained for a period of six months.

## ***Trade fairs and events***

When registering for events or trade fairs, we process your contact details and telephone number. If you provide your details on forms at our trade fairs or events, we also process your contact details. These data are not shared with third parties and are retained for a period of six months. We do not use these data for advertising purposes unless you have explicitly given your consent

***Data obtained from third parties***

In some cases, we receive your information, including for example information about your specific construction or renovation plans, from affiliated companies or professional data providers (e.g. trade fairs, distributors, etc.). Typically, the data received in this manner includes your name, email address and project details. This data is retained for a period of six months.

***Processing of supplier data***

If you are a supplier, we process your supplier data. This generally includes company details, contact details of relevant staff members, and financial and invoicing data.

This data is provided by you as a supplier and is processed in the context of performing our agreement. We retain this data in accordance with our accounting obligations for a period of ten years.

***Job applications***

If you apply for a vacancy offered by Brustor NV, whether via our website, by email, by telephone or via another job platform, we process your personal and application data for the management of the recruitment process.

The data processed include your contact details, CV, cover letter and any other information you provide. If you voluntarily provide sensitive data, you authorise us to process them.

Your application data are not retained longer than necessary to select a candidate, unless we wish to include you in our recruitment reserve, in which case we will request your explicit consent.

***When you contact our customer service***

We may also process your personal data in the context of customer care, for example when you submit complaints or compliments via our website, by email, letter or telephone, or when we conduct customer satisfaction surveys.

Depending on the specific situation, we may process your name, salutation, email address, telephone number, customer status, policy number, the content of your complaint or compliment, your responses to satisfaction surveys, address details, date of birth and, depending on the nature of the complaint, possibly health data, bank account number and the name of your intermediary.

We ensure that only data strictly necessary for each specific situation is processed.

This data are obtained directly from you and are used exclusively for handling your complaint or compliment or for customer satisfaction purposes, based on our legitimate interest in improving customer satisfaction and service quality.

After handling your complaint or compliment, or after processing your survey responses, your data is retained for a period of six months.

### ***Our social media and online marketing***

Brustor NV uses social media accounts, including Facebook, Instagram, LinkedIn, Pinterest, X, Google and YouTube.

When you visit our social media channels, you share personal data with the platform provider. This occurs outside our control and responsibility. We recommend consulting the privacy policy of each platform to understand how your data is processed.

If you interact with us on social media, you also share personal data with us. This is done on your own initiative, and we process such data based on our legitimate interest in communicating with you.

The specific data processed depends entirely on what you choose to share, such as your profile or username, real name, photograph, address details or the content of messages or comments you post.

### **When you visit our website**

When you visit our website, we request your consent to place cookies and other trackers (see the “Cookies” section below).

If you consent to analytical cookies or trackers, we collect analytical information about your browsing behaviour, such as IP address, limited location data, unique online ID, device information, referral website and browsing behaviour. This is done to improve your user experience based on your preferences.

If you consent to functional cookies, we can activate the spam filter on our contact form and maintain clean incoming data.

If you consent to marketing cookies, we can track user actions to measure advertising effectiveness and display targeted advertisements.

Further information about cookies can be found in Article 6 of this policy.

## With whom do we share your personal data?

We do not share your personal data with third parties for commercial purposes.

We may share your data with service providers required for the proper functioning of our website, administration, IT systems and accounting. An up-to-date list of external processors is available upon request via [info@brustor.com](mailto:info@brustor.com).

Your data may also be shared with the dealer or showroom you selected via the dealer locator on our website. These partners are carefully selected and bound by written agreements ensuring compliance with data protection legislation.

If we engage non-European partners, we ensure that your data receive an equivalent level of protection, including through Standard Contractual Clauses and additional safeguards where required.

In the event of internal reorganisations or transfers of activities, your data may be transferred to other companies to ensure service continuity. We will endeavour to inform you in advance where possible.

In rare cases, we may be legally required to disclose personal data pursuant to a court order or mandatory legal obligations.

## Article 3 Your rights regarding your personal data

In accordance with the GDPR, you have the right to:

- access your personal data free of charge and obtain information about how they are used;
- request correction or, in certain cases, deletion of your data;
- request restriction of processing in specific circumstances;
- object to processing based on compelling and legitimate grounds, or withdraw previously given consent;
- object at any time to the use of your personal data for direct marketing purposes without providing justification;
- obtain your personal data in a structured, commonly used digital format and transfer them to another service provider.

If we fail to respond appropriately to a request within 30 days, you have the right to lodge a complaint with the Belgian Data Protection Authority:

**Belgian Data Protection Authority (GBA / APD)**

Drukpersstraat 35

1000 Brussels

Tel: +32 (0)2 274 48 00

Email: [contact@apd-gba.be](mailto:contact@apd-gba.be)

You may also bring a claim before the civil courts for compensation.

**How do we protect your personal data?**

We have implemented appropriate technical and organisational measures to safeguard your personal data, including access restrictions, authentication measures, encryption where possible, staff training and internal security guidelines.

Our IT infrastructure is actively monitored and protected using up-to-date antivirus software and firewalls. We continuously evaluate and improve our security measures to comply with evolving standards and legislation.

In the event of a security incident, we follow a strict internal protocol to limit risks and, where necessary, notify the competent authorities and affected individuals in a timely manner.

Under no circumstances can Brustor NV be held liable for direct or indirect damage resulting from incorrect or unlawful use of personal data by third parties.

**Cookies**

Our website uses cookies and similar technologies to enhance your browsing experience and optimise our website. Without prior consent, we place only strictly necessary cookies. For all other cookies, your consent is requested via our cookie banner.

You can manage your cookie preferences at any time via the appropriate link in our website footer. Your cookie consent remains valid for six months, after which we will request your preferences again.

Brustor.com processes the following personal data in the context of its activities:

## Cookie list

A cookie is a small text file stored on your device by a website to remember information such as language preference or login details. We use both first-party and third-party cookies for analytical and functional purposes.

Analytical cookies help us improve our website by providing insights such as visitor numbers and popular pages. These cookies are never placed without your consent.

Functional cookies enable enhanced features such as embedded videos and Google Maps. Without your consent, certain website functions may not operate correctly.

If you notice cookies being placed that are not listed, please notify us immediately so that appropriate adjustments can be made.

For more information about third-party cookies, we refer you to the respective privacy policies of those providers. We have no influence over the content of such policies or the cookies they place.

## Analytical cookies

We want to continue improving our website and services. Analytical cookies are a useful tool in this regard. They provide us with information such as the number of visitors to our website, which pages are most popular, etc. However, we never place them without your consent, but we would of course greatly appreciate it if you would give us your permission.

Name	Type	Domain	Source	Retention
_ga	1st	brustor.com	Google Analytics	730 days
_ga_*	1st	brustor.com	Google Analytics	730 days

## Functional cookies

We are pleased to offer you additional features and personalised settings to ensure you have the best browsing experience. Functional cookies help us greatly in this regard. Among other things, they allow us to show you embedded videos and display location data via Google Maps. Unfortunately, certain features of our website will not work without your consent.

Name	Type	Domain	Source	Retention
__cmpccc*	1st	brustor.com	consentmanager	Session
__cmpcccu*	3rd	*.consentmanager.net	consentmanager	365 days
__cmpcccu*	3rd	cdn.consentmanager.net	consentmanager	Continuous
__cmpcccu*	3rd	prd.corporate.brustor.com	consentmanager	Continuous
__cmpconsent*	1st	*.consentmanager.net	consentmanager	90 days
__cmpconsent*	1st	brustor.com	consentmanager	Session
__cmpconsent*	3rd	cdn.consentmanager.net	consentmanager	Continuous
__cmpconsent*	3rd	prd.corporate.brustor.com	consentmanager	Continuous
algolia-client-js-5.35.0-1HJIXFYTAD	3rd	prd.corporate.brustor.com	Algolia	Continuous
NEXT_LOCALE	1st	prd.corporate.brustor.com	[unknown]	365 days, 15 hours, 45 minutes

If you notice that other cookies are being placed via our website, please notify us immediately so that we can make the necessary adjustments.

We provide you with as much information as possible about cookies placed by third parties. If you would like to know more, please refer to the privacy statements of these parties on their respective websites. Please note: we have no influence whatsoever on the content of these statements or on the content of the cookies of these third parties.

If you have any further questions or comments about the processing of your personal data, please contact us by e-mail at [info@brustor.com](mailto:info@brustor.com) or by post at Muizelstraat 20, 8560 Wevelgem.