



the global tyre expert

## Deldo Autobanden NV Privacy Statement

Privacy sensitive data, also known as personal data, is processed through our websites, [www.deldo.com](http://www.deldo.com) and [www.deldo-online.com](http://www.deldo-online.com) (including Deldo Online App). Deldo Autobanden NV considers careful handling of personal data of great importance. Therefore, we process and secure personal data with the utmost care.

We comply with the requirements set by privacy legislation when processing data. Among other things, this means that:

- we clearly state to what purpose we process the personal data. This privacy statement does just that;
- we limit the collection of personal data to only that data needed for legitimate purposes;
- we first request your express consent to process your personal data in those cases where your permission is required;
- we take appropriate security measures to protect your personal data, as we also require of the parties who process personal data on our behalf;
- we respect your right to inspect, correct or delete your personal data at your request.

Deldo Autobanden NV is responsible for the data processing. This privacy statement explains what personal data we collect, use and to what end. We advise you to read this statement carefully.

*This privacy statement was last amended on 03/12/2018 11:30:00.*

### Use of Personal Data

When using our web shop we acquire certain information about you. This may include personal data. We only store and use the personal data you provide us directly in the context of a service requested by you, or data that, when provided to us, is clearly intended for us to process.

We use the following data for the purposes set out in this privacy statement:

- Name and address data
- Telephone number
- Invoicing address
- Email address

### Completing an Order

When you place an order with us, we use your personal data to complete this order. If necessary, we may provide your personal data to third parties for the correct completion of your order. Please read further in this document for more information on this.



the global tyre expert

### Advertising

In addition to the information on our website, we may inform you of our new products and services:

- by post
- by email
- via social media

### Contact Form and Newsletter

Our website also provides the possibility to make requests using a contact form, whereby you are asked to provide various data in order to process your request. The data you provide is at your discretion. The data you send us is stored, depending on the nature of the form or the content of your email, for as long as is required to answer and complete your request satisfactorily.

We offer a newsletter in which we wish to inform interested parties about our products and/or services. Each newsletter contains a link that can be used to unsubscribe to the newsletter. Your email address is only added to the list of subscribers after we receive your explicit consent.

### Publication

We do not publish our client data.

### Advertisements

Our web shop displays advertisements.

### Provision to Third Parties

We may give your data to our third party partners. These partners are involved in the implementation of the agreement. For example: transport companies. Social media links are included in our web shop. The managers of these services collect your personal data.

### Cookies

Our web shop makes use of cookies. The third parties we have engaged also make use of cookies. When you visit our web shop, an announcement is displayed explaining why we use cookies. Your further use of our web shop is viewed as your consent to this use of cookies.

You are free to disable cookies through your browser settings. Please keep in mind that it is possible our website will not provide optimal performance if cookies are disabled.

We have made agreements with the third parties who also use cookies regarding the use of cookies and applications. However, we do not have complete control over what the providers of these applications themselves do with the cookies when they are accessed. For more information about these applications and how they use cookies, please consult the privacy statements of these parties (NB: these may change regularly).



the global tyre expert

### Google Analytics

We use Google Analytics to keep track of how many people use our web shop. We have entered into a processing agreement with Google to agree on how our data is handled. We have not allowed Google to use the Analytics information obtained for other Google services, and finally we have chosen for the addresses to be anonymised.

### Security

We take security measures to prevent misuse and unauthorised access to personal data as much as possible. In particular we take the following measurements:

- We make use of secured connections (Secure Sockets Layer or SSL), which protect all information and personal data that are entered on our website.

### Storage Periods

The personal data described above is stored as long as required to complete your order, including the guarantee. After this period, we only store this data for no more than one more year for the statistical purposes mentioned above. The data is then deleted, unless there is a legal obligation to keep it for a longer period (such as the fiscal obligation to store payment data for seven years).

### Websites of Third Parties

This privacy statement does not apply to third party websites connected to our web shop via a link. We cannot guarantee that these third parties handle your personal data in a safe or reliable manner. We advise you to read the privacy statement of these websites before making use of these websites.

### Changes to this Privacy Statement

We reserve the right to make changes to this privacy statement. It is then advisable to consult this privacy statement on a regular basis to ensure you are apprised of these changes.

### Inspection of and making changes to your Data

For questions about our privacy policy or questions regarding inspection of, making changes to, or deleting your personal data, please contact us at any time using the contact details below. You may also send us a request to inspect, change or delete this data. You may also submit a request to receive a data export for the data that we use with your consent, or submit a request that we limit the processing of personal data. In order to prevent misuse, we may ask you to identify yourself adequately. If it concerns inspection of personal data linked to a cookie, you must send a copy of the cookie in question. You can find these cookies in your browser settings. Should this data not be correct, you may request that we change the data or have the data deleted.



T: +32 3 544 49 49  
E: info@deldo.com  
W: www.deldo.com

BTW: BE0413 572 663  
IBAN: BE94 4090 5066 0114  
BIC: KRED BEBB

Deldo Autobanden Nv  
Essensteenweg 113  
2930 Brasschaat, Belgium

Offices & warehouses  
Noorderlaan 660  
2030 Antwerp, Belgium



**the global tyre expert**

**Personal Data Authority**

We would naturally be happy to help you if you have a complaint about the processing of your personal data. Pursuant to privacy legislation, you are also entitled to submit a complaint to the Personal Data Authority regarding the processing of personal data. Please contact the Personal Data Authority to do so.

**Contact Details**

Deldo Autobanden NV  
Noorderlaan 660  
2030 Antwerpen  
privacy@deldo.com  
+32 (0) 3 303 14 97



T: +32 3 544 49 49  
E: info@deldo.com  
W: www.deldo.com

BTW: BE0413 572 663  
IBAN: BE94 4090 5066 0114  
BIC: KRED BEBB

Deldo Autobanden Nv  
Essensteenweg 113  
2930 Brasschaat, Belgium

Offices & warehouses  
Noorderlaan 660  
2030 Antwerp, Belgium