

SGBC Privacy Policy

<http://www.soguiltystore.eu>

About our privacy policy

SGBC cares a lot about your privacy. We therefore only process data that we need for (the improvement of) our services and handle the information we have collected about you and your use of our services with care. We never make your data available to third parties for commercial purposes.

This privacy policy applies to the use of the website and the services provided by SGBC. The effective date for the validity of these conditions is 16/09/2020, with the publication of a new version the validity of all previous versions will expire. This privacy policy describes what information is collected about you by us, what this information is used for and with whom and under what conditions, if any, this information can be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse and what rights you have with regard to the personal data you provide to us.

If you have any questions about our privacy policy please contact our contact person for privacy matters, you will find the contact details at the end of our privacy policy.

About data processing

Below you can read how we process your data, where we store it (or have it stored), what security techniques we use and for whom the data is transparent.

Webshop software

MyWebshop

Our webshop has been developed with software from MyOnlineStore. Personal data that you make available to us for the purpose of providing our services will be shared with this party. MyOnlineStore has access to your data to provide us with (technical) support; they will never use your data for any other purpose. MyOnlineStore is obliged to take appropriate security measures on the basis of the agreement we have entered into with them. MyOnlineStore uses cookies to collect technical information regarding your use of the software; no personal data is collected and/or stored.

Webhosting

MyOnlineStore.nl / Mailchimp

We purchase web hosting and e-mail services from MyOnlineStore and MailChimp. MyOnlineStore and Mailchimp processes personal data on our behalf and does not use your data for its own purposes. However, this party may collect metadata about the use of the services. These are not personal data. MyOnlineStore and MailChimp has taken appropriate technical and organisational measures to prevent the loss and unauthorised use of your personal data. MyOnlineStore and MailChimp are obliged to maintain confidentiality in accordance with the agreement.

E-mail and mailing lists

MailChimp or Myonlinestore

We send our e-mail newsletters with MailChimp. MailChimp will never use your name and e-mail address for its own purposes. At the bottom of every e-mail sent automatically via our website you will see the 'unsubscribe' link. You will then no longer receive our newsletter. Your personal data will be stored securely by MailChimp. MailChimp makes use of cookies and other internet technologies that provide insight into whether e-mails are opened and read. MailChimp reserves the right to use your data to further improve its services and to share information with third parties as part of this process.

Office365

We use the services of Office365 for our regular business e-mail traffic. This party has taken appropriate technical and organizational measures to prevent misuse, loss and corruption of your and our data as much as possible. Office365 does not have access to our inbox and we treat all our e-mail traffic confidentially.

Payment processors

Mollie en Paypal

We use the platform of Mollie and Paypal to process (part of) the payments in our webshop. Mollie and Paypal processes your name, address and place of residence and your payment details such as your bank account or credit card number. Mollie en Paypal has taken appropriate technical and organisational measures to protect your personal data. Mollie en Paypal reserves the right to use your data to further improve its services and to share (anonymised) data with third parties in this context. All of the above guarantees with regard to the protection of your personal data also apply to the elements of Mollie's and Paypal's services for which they engage third parties. Mollie's and Paypal will not retain your data longer than permitted by law.

Shipping and logistics assessments

DHL and Bpost

If you place an order with us it is our job to have your package delivered to you. We use the services of DHL and Bpost to carry out the deliveries. For this purpose it is necessary that we share your name, address and place of residence data with DHL. DHL only uses these data for the purpose of fulfilling the contract. In the event that DHL engages subcontractors, DHL also makes your data available to these parties.

Invoicing and accounting External sales channels

Purpose of data processing

General purpose of processing

We use your data exclusively for the purpose of providing our services. This means that the purpose of processing is always directly related to the order you provide. We do not use your data for (targeted) marketing purposes. If you share data with us and we use this data to contact you - other than at your request - at a later time, we ask your explicit consent. Your data will not be shared with third parties, other than to comply with accounting and other administrative obligations. These third parties are all bound to secrecy on the basis of the agreement between them and us or an oath or legal obligation.

Automatically collected data

Data that are automatically collected by our website are processed for the purpose of further improving our services. These data (e.g. your IP address, web browser and operating system) are not personal data.

Cooperation in tax and criminal investigations

Where applicable, SGBC may be required by law to share your data in connection with government tax or criminal investigations. In such a case we will be obliged to share your data, but we will oppose this within the possibilities offered to us by law.

Storage periods

We keep your data as long as you are our client. This means that we will keep your client profile until you indicate that you no longer wish to use our services. If you indicate this to us, we will also take this as a forgotten request. Pursuant to applicable administrative obligations, we are required to retain invoices containing your (personal) data, so we will retain this data for as long as the applicable period runs. Employees, however, no longer have access to your client profile and documents that we have produced as a result of your assignment.

Your rights

Pursuant to current Belgian and European legislation, you, as a data subject, have certain rights with regard to the personal data processed by us or on our behalf. We explain below what these rights are and how you can invoke them. In principle, in order to prevent misuse, we only send copies and copies of your data to your e-mail address already known to us. If you wish to receive the data at a different e-mail address or, for example, by post, we will ask you to identify yourself. We keep a record of processed requests; in the case of a forgetful request, we keep anonymised data. All statements and copies of data will be sent to you in the machine-readable data format that we use within our systems. You have the right at any time to complain to the Personal Data Authority if you suspect that we are misusing your personal data.

Right of inspection

You always have the right to access the data that we process (or have processed) and that relate to you or can be traced back to you. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a copy of all data with an overview of the processors that hold this data, stating the category under which we have stored this data, at the e-mail address known to us.

Right of rectification

You have the right at all times to have the data that we process (or have processed) and that relate to your person or can be traced back to you. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a confirmation that the data has been modified at the e-mail address we have on file.

Right to restrict processing

You always have the right to limit the data that we process or have processed relating to your person or that can be traced back to you. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you a confirmation at the e-mail address known to us that the data will no longer be processed until you lift the restriction.

Right to transfer

You have the right at all times to have the data that we process (or have processed) and that relate to your person or that can be traced back to you processed by another party. You can make a request to that effect to our contact person for privacy matters. You will then receive a response to your request within 30 days. If your request is granted, we will send you copies or copies of all data about you that we have processed or that have been processed on our instructions by other processors or third parties at the e-mail address known to us. In such a case we will in all probability no longer be able to continue to provide the service because the secure linking of data files can then no longer be guaranteed.

Right of objection and other rights

If necessary, you have the right to object to the processing of your personal data by or on behalf of SGBC. If you object, we will immediately discontinue the data processing pending the settlement of your objection. If your objection is well-founded, we will provide you with copies and/or copies of the data that we process (or have processed) and discontinue the processing on a permanent basis thereafter. You also have the right not to be subjected to automated individual decision-making or profiling. We will not process your data in such a way that this right applies. If you are of the opinion that this is the case, please contact our contact person for privacy matters.

Cookies

Google Analytics

Via our website, cookies are placed by the American company Google, as part of the "Analytics" service. We use this service to keep track of and receive reports on how visitors use the website. This processor may be required by applicable laws and regulations to provide access to this information. We collect information about your surfing behaviour and share this data with Google. Google may interpret this information in conjunction with other datasets in order to track your movements on the internet. Google uses this information to, among other things, offer targeted advertisements (Adwords) and other Google services and products.

Third party cookies

In the event that third party software solutions use cookies, this is stated in this privacy statement and cookie notifier.

Changes to the privacy policy

We reserve the right to change our privacy policy at any time. However, you will always find the most recent version on this page. If the new privacy policy affects the way in which we process data already collected about you, we will notify you by e-mail.

Contact details SGBC

Haachtsesteenweg 675 1910 Kampenhout België T (02) 3057680 E Ilse@soguiltly.eu

Contact person for privacy matters

Ilse Koninckx