

A2C, located at Tieltse Baan 146, 3200 Aarschot, Belgium, is responsible for the processing of personal data as described in this privacy statement.

Contact information:

- Website: <https://www.pretaparler.be>
- Address: Tieltse Baan 146, 3200 Aarschot, Belgium
- Phone: 0032468474482

**Personal data we process:**

A2C processes your personal data because you use our services and/or because you provide it to us yourself. The following is an overview of the personal data we process:

- First and last name
- Address details
- Phone number
- Email address
- Bank account number
- VAT number

**Special and/or sensitive personal data we process:**

Our website and/or service does not intend to collect data about website visitors under the age of 18, unless they have permission from parents or guardians. However, we cannot verify the age of a visitor. Therefore, we recommend that parents be involved in the online activities of their children to prevent the collection of data about children without parental consent. If you believe that we have collected personal data about a minor without such permission, please contact us at [info@pret-a-parler.be](mailto:info@pret-a-parler.be), and we will delete this information.

**Purpose and legal basis for processing personal data:**

A2C processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and/or advertising materials
- Contacting you by phone or email when necessary to perform our services
- Informing you about changes to our services and products
- Providing you the option to create an account
- Delivering goods and services to you

**How long we retain personal data:**

A2C does not retain your personal data for longer than necessary to achieve the purposes for which your data is collected, namely, to deliver our services to customers or for marketing purposes. We apply a retention period of 5 years for the following categories of personal data: name, address, phone number, email address, bank account number, VAT number.

**Sharing personal data with third parties:**

A2C does not sell your data to third parties and only provides it when necessary for the performance of our agreement with you or to comply with a legal obligation. We enter into data processing agreements with companies that process your data on our behalf to ensure the same level of security and confidentiality for your data. A2C remains responsible for these processing activities.

**Cookies or similar techniques we use:**

A2C uses functional, analytical, and tracking cookies. A cookie is a small text file stored in the browser of your computer, tablet, or smartphone during your first visit to this website. A2C uses cookies for purely technical functionality. They ensure the proper functioning of the website and, for example, remember your preferences. These cookies are also used to make the website work properly and to optimize it. Additionally, we place cookies that track your browsing behavior so that we can offer tailored content and advertisements.

During your first visit to our website, we informed you about these cookies and asked for your consent to place them.

You can opt out of cookies by configuring your internet browser not to store cookies anymore. You can also delete all information previously stored through your browser settings.

**View, modify, or delete data:**

You have the right to access, correct, or delete your personal data. You also have the right to withdraw your consent for data processing, object to the processing of your personal data by A2C, and have the right to data portability. This means you can request us to send or transfer your personal data, which we hold in a computer file, to you or another organization you have specified.

You can send a request for access, correction, deletion, data portability of your personal data, or a request to withdraw your consent or objection to the processing of your personal data to [info@pret-a-parler.be](mailto:info@pret-a-parler.be).

To ensure that the access request is made by you, we ask you to include a copy of your identification card with your request. We will respond to your request as soon as possible, in any case within four weeks.

A2C also wants to inform you that you have the possibility to file a complaint with the Belgian Data Protection Authority (GBA/APD). You can do this via one of the following links:

<https://www.gegevensbeschermingsautoriteit.be/burger/acties/klacht-indienen>

<https://www.autoriteprotectiondonnees.be/citoyen/agir/introduire-une-plainte>

**How we secure personal data:**

A2C takes the protection of your data seriously and implements appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alteration. If you believe that your data is not properly secured or if there are indications of misuse, please contact our customer service or send an email to [info@pret-a-parler.be](mailto:info@pret-a-parler.be).