

Privacy Policy Marco BVBA

Your privacy is of great concern to Marco. We therefore process only such personal information as is necessary for (improving) our services, and carefully manage the information we have collected about you and your use of our services. We will never disclose your data to third parties for commercial purposes.

What personal data do we process?

Marco processes your personal data which may include your first name and surname, address details, telephone number, email address, gender, IP address, your company, related business information and your position. This information is provided by you when you place an order with us, request a quotation/catalogue, or create your webshop account.

For what purpose and on what basis do we process your personal data?

Marco processes your personal data for the following purposes:

- to process your order
- to deliver your order to you
- to process your payment
- to send you our newsletter, catalogue and/or advertising leaflet
- to call or email you, if necessary, to allow us to provide our service to you
- to notify you about changes to our services and products
- to enable you to set up an account
- Marco analyses your behaviour on the website for the purpose of improving the website and aligning its product and service offering with your preferences.
- Marco also processes personal data when we are required by law to do so, such as information needed to complete our tax returns.

For how long do we store your personal data?

Marco will retain your personal data for no longer than strictly necessary to achieve the purposes for which your data is collected, i.e. for as long as you are a customer and you have not withdrawn your consent. If you withdraw your consent, Marco will remove the direct link to your identity profile as soon as possible.

Sharing personal data with third parties

Marco does not sell, trade or otherwise transfer your personal data to third parties. This does not apply to trusted third parties who help us operate our website or conduct business, provided these parties agree to keep this information confidential.

What cookies or similar technologies do we use?

Marco uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit our website. Marco uses cookies with a purely technical functionality. These cookies improve the functional performance of the website, for example, by remembering your preference settings. They are also used to ensure the proper functioning of the website and its optimisation. In addition, we place cookies that keep track of your surfing behaviour so that we can offer customised content and advertisements.

We have informed you about these cookies and asked for your consent to the use of cookies when you first visited our website.

For cookies placed by third parties (e.g. Google Analytics), please refer to the statements made by these parties on their respective websites. We do not have any influence over the content of such statements or of the cookies of such third parties.

You can disable cookies by adjusting your browser settings to stop it from accepting cookies. In addition, you can delete all previously stored information via your browser settings.

Accessing, modifying, or removing your information

You have the right to access, rectify or delete your personal data. In addition, you have the right to withdraw your consent to the data processing or to oppose the processing of your personal data by Marco, as well as the right to data portability. This means that you can submit a request to us to send, in a computer file, the personal information we hold about you to you or to another organisation specified by you.

You can send a request for access, rectification, erasure, transfer of your personal data or a request for withdrawal of consent or objection to the processing of your personal data, to privacy@marco.be.

To enable us to verify that you made a request to access your data, please make sure to enclose a copy of your proof of identity. In this copy, blacken out your passport photo, MRZ (machine readable code: the strip with numbers at the bottom of the passport), passport number and civilian service number (BSN). This is to protect your privacy. We will respond to your request as soon as possible and, in any case, within four weeks.

Marco would also like to point out that you can file a complaint with the national supervisory authority. You can do so via the following link: <https://www.dataprotectionauthority.be/>

How we protect your personal data

Marco takes the protection of your personal data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, involuntary publication and unauthorised alteration. We store and maintain your personal information in a secure database. We use various generally accepted technical measures and techniques in line with current technological developments to protect your personal information. If you feel that your data is not properly secured or there are indications of it being misused, please contact our customer service or privacy@marco.be.

Amendments

Marco may at any time and for any reason correct, supplement, or amend this privacy statement. The latest version of our privacy statement is always available on our websites.

Contact

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