

March 1, 2021

First and foremost - your privacy is important to us. We get that you hear this more often, but we mean it sincerely. You give us your trust and that trust is important to us. That's why we are committed to securing and carefully storing all the personal data you entrust to us. We act in the best interests of our customers and we are transparent about the processing of your personal data.

In this document we describe how we use and process your personal data. It is written clearly and transparently. It also tells you what rights you can exercise in relation to your personal data (such as the right to object) and how to contact us. Please also read our Cookie Statement, where we tell you how we use cookies and other similar technologies. We may update the Privacy Statement from time to time, so we encourage you to visit this page from time to time so you know exactly where you stand.

The protection of your personal data is important to CoraZazen.

This Privacy Statement provides you with detailed information related to CoraZazen's ("us") protection of your personal data.

Are you an adult, or responsible for minors as an adult, or a minor? In any case, please read this Privacy Statement carefully. For any questions and/or comments regarding this Privacy Statement, please use the contact information at the bottom of this Privacy Statement.

#### WHAT PERSONAL INFORMATION DO WE USE ABOUT YOU, AND WHEN?

§Personal data is information that can be used to identify or contact you (e.g. name, (e-mail) address, account number, court date, profession, ...). To the extent necessary in the course of our business, we (may) collect and process certain of your personal data when :

- Visits to one or more of our website(s), including via cookies and / or other technologies such as pixel tags (see Art. 9);

§You are not required to provide any personal data that we request. However, if you choose not to do so, in many cases we will not be able to offer you any products and/or services or answer any questions you may have.

Where applicable, you therefore agree to your personal data being stored and processed in our database(s) and you also warrant that the data you have provided to us belongs to you or that you have permission to use and disclose it to us.

Personal data obtained when visiting one of our website(s) and/or webshop.

§When you visit our website for purely informational purposes, no personal data will be processed, except possibly via cookies and / or other technologies such as pixel tags (see Article 9).

§In case you wish to register online to receive specific services and/or products, we may however ask you to provide us with certain personal data, including first and last name, postal and e-mail address, telephone number, ....

## DO WE USE SPECIAL PERSONAL DATA ABOUT YOU?

§1. Special personal data are, on the one hand, data concerning health and, on the other hand, data which are by their nature particularly sensitive in relation to fundamental rights and freedoms, in particular data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data as well as data relating to sexual behaviour or orientation.

Unless required by law or if it results from the products and/or services we offer (e.g. if you have specified this information in a payment order), we do not process personal data relating to your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data or data relating to your sex life or sexual orientation.

§We only collect data about your health when this information is necessary and when we have received your explicit consent in advance.

## HOW DO WE PROCESS YOUR PERSONAL DATA?

§1. We will only process the personal data provided for the purposes specified in this Privacy Statement.

In the event that we would nevertheless consider it desirable to process your personal data for purposes other than those stated in this Privacy Statement, your express permission will be requested and you will have the right to object to the use of your personal data for these purposes.

This prior consent requirement does not apply, however, if we would process your personal data for (other) purposes that appear to be compatible with the purposes set out in this Privacy Statement.

§2. We take appropriate security measures to prevent unauthorized access, disclosure, alteration or destruction of your personal data.

The processing of personal data in our possession is performed, in the first instance, using computers and/or IT tools, following organizational procedures and practices that are closely aligned with the stated purposes.

§In principle, only persons who are connected to us through an employment relationship have access to your personal data. This is on the understanding that this access is limited to the extent that the persons concerned need these data for the performance of their function and/or assignment.

In addition, in certain cases the personal data may also be accessible to certain persons in charge of processing or persons appointed by us as processors (such as external technical

service providers, mail programs, hosting providers, IT companies, communication agencies). A list of these parties can be requested at any time.

We may also provide third parties with access to your personal data in our possession, in accordance with Article 5 of this Privacy Statement and, in particular, if required by law or upon request from the judicial authorities or the competent police services.

#### WHY AND ON WHAT BASIS DO WE PROCESS YOUR PERSONAL DATA?

§1. The processing of specified personal data is necessary in order to provide our quality services and/or products, as mentioned in this Privacy Statement, in case of request or registration.

We also process specified personal data for promotional and/or informational purposes.

§Any processing of personal data will always be based on (at least) one of the legal grounds as provided by Article 6 of the General Data Protection Regulation.

We are happy to clarify the specific legal ground applicable to the processing, and in particular whether the provision of Personal Data is a legal or contractual obligation, or a necessary requirement to conclude a contract.

§Further, we note that it may be necessary for us to (have to) use certain of your Personal Data in order to perform an agreement you have entered into with us or - at your request - to take the necessary steps before entering into an agreement, as well as, where appropriate

- provide you with information about our products and services;
- help you and answer your questions;
- evaluate whether we can offer you a product or service and under what conditions;

§Finally, we would like to inform you that we also process some of your personal data in execution of a specific consent you have given us, for example in case we would carry out additional processing operations for other purposes, which are incompatible with the ones mentioned in this Privacy Statement.

#### DO WE SHARE YOUR PERSONAL DATA AND, IF SO, WITH WHOM?

§1. We may share your personal data with our partners and use them in accordance with this Privacy Statement, among other things to fulfill the purposes mentioned above. In doing so, your personal data may be combined with other information in order to offer and improve our services and/or products.

Furthermore, your personal data will only be provided to third parties to the extent necessary to fulfill our purposes, if required by law and/or if you have given your consent.

§In any case we will not actively pass on your personal data to third parties in order for them to pursue commercial and/or promotional purposes.

## DO WE ALSO SHARE YOUR PERSONAL DATA OUTSIDE THE EUROPEAN ECONOMIC AREA ("EEA")?

§In the case of international transfers of data from the EEA to a country outside the EEA which has been recognised by the European Commission as having an adequate level of data protection, your personal data will be transferred on this basis.

For transfers to countries outside the EEA that are not recognized by the European Commission as having an adequate level of data protection, we will either rely on a derogation applicable to a specific situation (e.g. where the transfer would prove necessary to perform our contract with you) or implement one of the following safeguards to ensure that your personal data is protected:

- Standard Data Protection Clauses, as approved by the European Commission;
- Binding corporate rules;

§To receive a copy of these safeguards or for further details on where to find them, please write to or email the contact details at the bottom of this Privacy Statement.

## HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

§Personal data is processed and stored for as long as is necessary for the purpose for which it was collected. Therefore, in principle, the following applies:

- Personal data collected for purposes related to the execution of an agreement we have concluded with you will be kept (at least) until this agreement has been fully executed;
- Personal data collected for purposes related to our legitimate interests will be retained for as long as is necessary to realize these purposes.

However, where operationally required, personal data may be retained for longer periods, such as to facilitate customer management and to respond to legal claims or questions from regulatory authorities.

§Personal data may also be retained for a longer period if consent to such processing has been given, and as long as such consent is not withdrawn by the data subject.

In addition, we may be obliged to retain your personal data for a longer period if this is required in order to comply with applicable laws and regulations or by order of a government agency.

§3. After the expiry of the retention period, your personal data will in principle be deleted.

Therefore, the right to access, the right to erasure, the right to rectification and the right to data portability cannot be imposed after the expiry of the retention period.

## WHAT ARE YOUR RIGHTS AND HOW CAN YOU EXERCISE THEM?

§1. In accordance with the applicable regulations, any person whose personal data we process may assert a right to:

- Inspection: you have the right to obtain from us a definite answer as to whether or not personal data concerning you are being processed and, in the affirmative, to obtain inspection and/or copy of (among other things) this personal data;
- Correction: if you believe that your personal data is incorrect or incomplete, you may request that we correct or supplement this personal data;
- Erasure: you may request the erasure of your personal data;;
- Restriction: under certain circumstances you may request the restriction of the processing of your personal data. In that case, we will not further process your personal data for purposes other than storing it;
- Objection: you have the possibility to object to a processing of your personal data, when this processing is based on a legal ground other than consent.  
For example, when your personal data are processed in the public interest, in the exercise of public authority or with our legitimate interests as the purpose, you can object to this processing by providing a reason related to his or her specific situation to justify the objection.  
However, if your personal data would be processed for direct marketing purposes, you are free to object to such processing at any time without giving any reason.
- Withdrawal of your consent: in the event that the processing of your personal data is based on your consent, you have the right to withdraw your consent at any time, provided that this does not affect the lawfulness of the processing(s) based on your consent before the withdrawal;
- Data portability: to the extent applicable by law, you have the right to obtain the personal data you have provided to us in a structured, common and machine-readable form or, as far as technically possible, to have it transferred to a third party.

The exercise of these rights is in principle free of charge and will be dealt with as soon as possible but at the latest within the legally stipulated time limits.

§If you wish to exercise one of the aforementioned rights, you can send a letter or e-mail to the contact details at the bottom of this Privacy Statement.

Please always include a scan/copy of the front of your identity card so that we can identify you.

§In accordance with the applicable regulations, in addition to the rights listed above, you also have the right to lodge a complaint with the competent supervisory authority.

#### DO WE USE COOKIES AND/OR OTHER TECHNOLOGIES?

Our websites, online services, ... may use cookies (for example, via hotjar or google-analytics) and other technologies such as pixel tags, whereby personal data, including pseudo-anonymous data, may be processed from you.

If, in the context of the aforementioned processing, personal data, including pseudo-anonymous data, are processed by an external person on our behalf, a processing agreement will be concluded with that (external) person (e.g. google).

We take the necessary steps (in particular) in the context of the aforementioned processing to comply with the directives of the (Flemish) government (e.g., for google analytics: encrypting/anonymizing the personal data; deactivating 'data sharing' with google; not using the google analytics cookies in combination with other google services, such as DoubleClick and AdWords-).

More information (including purpose, deletion period, ...) regarding the aforementioned use of cookies/other technologies such as pixel tags can be found in our cookie policy ([link](#)).

#### HOW CAN YOU FOLLOW UP ON CHANGES TO THIS PRIVACY STATEMENT?

In a world of constant technological change, we will need to update this Privacy Statement regularly.

We invite you to consult the latest version of this Privacy Statement online and we will - to the extent technically and legally possible - keep you informed of significant changes through our website or through our other usual communication channels.

The date of the latest change is indicated at the bottom of the page.

#### DO YOU HAVE ANY QUESTIONS OR WISH TO CONTACT US?

If you would have any questions about the processing of your personal data as described in this Privacy Statement, please be sure to contact us at [veerle@corazazenvillas.com](mailto:veerle@corazazenvillas.com).

Translated with [www.DeepL.com/Translator](http://www.DeepL.com/Translator) (free version)