

Privacy Statement

Waeslantnatie attaches great value to the protection of your privacy and the personal details that you are sharing with us. This Privacy Statement will explain which information we are collecting and why we are doing this. We follow the General Data Protection Regulation (GDPR). We recommend you to read carefully our Privacy Statement.

Who is processing your personal data?

Waeslantnatie plc is a limited company situated at Schenkeldijk 9, at 2030 Antwerp (Belgium), registered under the business number 0477.178.830. Waeslantnatie plc is the data controller for the processing of all your personal data referred to in the Privacy Statement.

What is personal data?

Information about persons that might (directly or indirectly) identify them, is called personal data. Some Examples of individuals: the name of a person, address, gender, telephone number, or e-mail dress. ~~From~~ For your company: company name, address, business number. The assignment number, login information of your account where you collect your warehouse data or IP-addresses are also personal data.

Waeslantnatie is collecting personal data from who?

Waeslantnatie is collecting and processing personal data of persons who are buying products or services, website visitors, persons who are contacting Waeslantnatie. But also if you:

- Request a quotation or framework agreement;
- Are placing an order or assignment

- You like to receive newsletters
- Request a price for a new service (i.e. Solas)
- Participate in a survey
- Log in your e-mail account for warehouse information or social media
- Are working for our company
- Are applying for a job
- Are a business relationship from Waeslantnatie
- Leave your coordinates at the reception desk of our company

You may contact Waeslantnatie by :

- Telephone;
- By our website;
- By e-mail;
- By a registration formula at the occasion of an e-mail newsletter;
- By a written of digital message that was sent by us.

It is possible that your personal data is coming to us when Waeslantnatie is taking over activities from other companies.

Which personal data is Waeslantnatie collecting ?

Waeslantnatie collects following personal data.

- Contacts with customer service department.
- Registration of visitors
- Personal data such as (company-) name, address, gender, telephone number, and mail-address.
- For Waeslantnatie employees: national insurance number, registration of attendance
- Order information(services you request from Waeslantnatie)
- For the future possibly: information about your visits to the website of Waeslantnatie (IP-address, cookie –ID, e-mail preferences, opinions, usage of social media)
- Possible complaints
- Insurance matters
- Legal violations (i.e. Waeslantnatie drivers)
- Unloading declaration barges
- Solas information

- Warehouse information by customer
- Invoices with payment conditioning based on legal obligations
- Your agreement of the Privacy statement

On which basis is Waeslantnatie processing personal data?

Waeslantnatie is processing personal data based on the need for implementation of the agreement with its customers, i.e. information that is required to accept and process an order and to keep the customer involved with the progress of the fulfillment of the order.

Waeslantnatie is also processing personal data based on your agreement or based on justified interests of Waeslantnatie. This justified interest is driven by the desire of Waeslantnatie to deliver a better service to its customers for which it is required to possess extra information concerning your customers' expectations and preferences.

Waeslantnatie may process personal data because of legal requirements.

For which goals is Waeslantnatie processing personal data?

Waeslantnatie is processing personal data for the goals:

- Fulfillment of agreements between Waeslantnatie and its customers: processing of service agreements, delivery of ordered goods, informing customers of the progress of the ordered services.

- Maintain a customer database for future orders. Search for improvement of customer convenience of its documents, such as "unloading reports", "loading reports", stock overviews, and websites to make optimal user comfort available.
- Improvement of documents to comply to the evolution of the requirements of Customs, FOD, FAVV, prevention reports and in relation with the increasing requirements of Entrepot B -, RTO and AEO approvals;
- Processing of internal (quality-) analysis and product development to improve our service to our customers.
- To inform our customers about important developments, actions and legal requirements by different (digital) communication channels;
- Processing of job applications

Waeslanntatie is linking information of different data bases containing personal data to identify representative target segments, content, information to realize all these goals. It allows us to optimize the communication to our customers in the most effective way.

Retention period

Waeslanntatie stores your personal data as long as is required to maintain a professional service to its customers. Legal obligations are met. Personal data will be removed if it is no longer required and it is legally permitted.

Distribution of personal data to third parties.

We make no information available to third parties unless required for processing your orders within the limits of the frame agreements with our customers. Personal data will be made available in the case of legal obligations.

Waeslantnatie is not selling any personal data to third parties.

Waeslantnatie and other websites

Links to other websites are available on our website. Our privacy statement is not applicable to these other websites (AEO, ABAS...). Waeslantnatie is not responsible for the way these websites are handling personal data. Please read the privacy statements of these website when you are surfing.

Cookie declaration

Waeslantnatie is not making use of cookies or any technology with the same results. Cookies are small text files which are transferred to your pc or smartphone.

Security

Waeslantnatie makes it a priority to protect your personal data. It applies different technical and organizational measures to protect your data. Waeslantnatie, amongst others, is encrypting all financial data, passwords, and makes use of firewalls and protected servers.

Theft and fire protection

Waeslantnatie has installed detectors in its offices and some warehouses to protect property and data. Waeslantnatie is connected to a registered office with the purpose to protect and intervene in the case of fire or theft. In the case of serious indications will the police be involved by sharing the information which is available on the database of the registered office. The registered office will keep all data as long as legally required but no longer as needed.

Access to the buildings of Waeslantnatie

Unannounced visitors or visitors that do not have your permission are not allowed to enter the warehouses of Waeslantnatie. They will be escorted to the exit if they enter the premises. If it happens repeatedly or if inappropriate behavior is noticed, people will be banned of the premises. The AEO

regulations may request us to inform Customs.

Your rights

You have the right to review how we are processing your personal data. You may also request to change, to restrict or remove your data. You may also object to the receiving of information coming from Waeslantnatie by phone, e-mail or mail, unless this information is required to deliver the requested service to you. You are also free to limit or stop the processing of your data by Waeslantnatie.

For these actions, please contact:

Waeslantnatie nv, att. Controller, Schenkeldijk 9, 2030 Antwerp (B)

Or you may send an e-mail to: info@waeslantnatie.be

Waeslantnatie will require 4 weeks to process your request.

If you consider that your complaint concerning your personal data in relation with Waeslantnatie, has not been handled satisfactory, you may contact the Belgian Authorities “ Personal Data”

Contact

If after reading of our Privacy Statement you require more information, please contact our Controller by e-mail: wout.peeters@waeslantnatie.be

Amendments to the Privacy Statement

Waeslantnatie may make changes to the Privacy Statement. We recommend you to read our Privacy Statement regularly. You will find the most recent version on www.waeslantnatie.be

This page has been recently reviewed on 12-06-2018 (version 1.0.3)