

Privacy Policy

1. Why this privacy policy?

Abihome & pergolabioclimatique.be gives a lot of importance to the protection of your privacy and your personal data. We collect and process your personal data in accordance with the legal provisions relevant to the Law of 8 December 1992 relating to the protection of privacy regarding processing of data of a personal nature (« Privacy Law ») and the European Regulation of 27 April 2016 relating to the protection of individuals with regard to the processing of personal data of a personal nature and to the free circulation of these data (« Regulation »).

We wish to inform you of potential operations in the processing of your personal data and your rights in this regard. By using our site « pergolabioclimatique.be », you expressly agree to the collection and processing of your personal data by Abihome in the manner described in this document.

We reserve the right to carry out, at any moment, modifications to Privacy Policy. Any substantial modification will always be clearly communicated on our site «pergolabioclimatique.be». We however advise you to regularly consult this document.

2. Who processes your personal data?

Abihome is responsible for the site pergolabioclimatique.be.

Contact information:

ABI-C.V.R. Société Anonyme

Chaussée de Haecht 1739

1130 Brussels

Belgium

Enterprise Number (VAT-BE): 0473.236.571

E-mail: privacy@abihome.be

Telephone: 02/ 242 06 77

3. What personal data are collected?

Processing of your personal data is strictly limited to what is necessary to achieve the purposes intended by Abihome. Listed below are the categories of data covered by processing:

- Identification data
- Financial data

- Location data
- Data related to connection (IP address, etc.)
- Personal characteristics

4. What are the purposes achieved?

Abihome collects your personal data with the sole objective of offering you an optimal user experience, customized and in complete safety on our site «pergolabioclimatique.be». The collection of your personal data can increase with a more intensive use of our site «pergolabioclimatique.be»

The processing of your personal data is necessary for the correct working of the site « pergolabioclimatique.be » and to ensure the supply of our services. Abihome is committed to processing your personal data exclusively for the following purposes:

- Ensuring the processing of orders and deliveries of products
- Ensuring after-sales service
- Managing the contractual relationship
- Allowing invoicing and the management of accounts
- Offering the user a general and customized service, including the transmission of useful information, of newsletters, offering support and following up on complaints.
- Improving and customizing our services and products
- Detecting fraud, errors and criminal behavior
- Sending promotional offers if you have expressly agreed (direct marketing) to receiving them. In this case you are free to cancel your agreement at any time.

When you visit our site « pergolabioclimatique.be», some data are collected for statistical purposes. These data allow us to optimize your user experience. These data can include your IP address, geographical zone of the consultation, day and time of consultation and the pages consulted. By visiting our site «pergolabioclimatique.be», you expressly agree to the collection of these data for statistical purposes.

You exercise control over the data that you provide to us. When these data are incomplete or incorrect, Abihome reserves the right to interrupt or suspend, temporarily or permanently, some operations.

Your personal data are intended to be used exclusively for internal purposes. So, your personal data will not be sold, given or transmitted to third parties unless we have your prior consent. Abihome has taken all technical and organizational measures possible to avoid breach of data.

5. We also use cookies!

During your visit to our site «pergolabioclimatique.be», cookies may be placed on your computer disk. We use cookies to offer an optimal user experience to our regular visitors.

For more information on our use of cookies we invite you to consult our Cookies Policy. If you visit our site «pergolabioclimatique.be», we advise you to enable cookies. However, you are free to disable them using your browser settings if you so wish. For more details please refer to our Cookie Policy.

6. What are my rights?

6.1. Guarantee of fair and lawful processing

Your personal data are always processed in accordance with legitimate purposes spelt out in section 4 above. They are collected and processed in an adequate, relevant and non-excessive way and are not kept longer than necessary to achieve the intended purposes.

All technical and security measures have been adopted to limit, to the maximum extent, risks of unauthorized access or illegal or unauthorized processing of your personal data. In case of intrusion into the computer systems, Abihome will immediately take all necessary measures to reduce damage to the minimum.

6.2. Right of access

If you are able to prove your identity, you have the right to obtain information on the processing of your data. Thus, you have the right to know the purpose of the processing, the data categories in question, the categories of recipients to whom the data are sent, the criteria used to determine the length of time the data is kept and the rights that you can exercise on your data.

6.3. Right of rectification

Inaccurate or incomplete personal data can be corrected. It is up to the user, in the first instance, to himself or herself make the necessary changes in his « user account », but you can also send us a written request.

6.4. Right to erasure (or « right to oblivion »)

You have, furthermore, the right to erasure of your personal data in the following cases:

- Your personal data are no longer necessary with regard to the purposes;
- You withdraw your consent to the processing and there exists no other legal basis for processing;
- You have validly exercised your right to oppose;
- Your data were subject to illegal processing;
- Your data must be deleted to respect a legal obligation;

Abihome decides, on its own initiative, whether the criteria mentioned above are met.

6.5. Right to limitation of processing

In some cases, you have the right to request limitation of processing of your personal data, especially in case of contestation with respect to the accuracy of the data, or if your data has been processed illegally, or the data is required in a legal process or during the time necessary for Abihome to verify that you can validly exercise your right to erasure.

6.6. Right to oppose

You furthermore have the right to refuse the processing of your personal data at any point in time. Abihome will stop the processing of your personal data unless it can demonstrate that there are compelling legitimate grounds in favor of processing which take precedence over your right to oppose.

6.7. Right to data portability

You have the right to obtain all personal data that you have provided us, in a commonly used, structured format that is machine readable. Upon your request these data can be transferred to another provider except if this is technically impossible.

6.8. Right to withdraw your consent

You can, at any time, withdraw your consent to the processing of your personal data. Withdrawal of your consent does not affect the validity of processing operations previous to the withdrawal.

7. How do I exercise my rights?

To exercise your rights, you need to send a request by registered post to Abihome, Chaussée de Haecht, 1739 , 1130 Brussels or by e-mail to privacy@abihome.be. We will reply as soon as possible and at the latest, one (1) month from the time of receiving the request.

8. Possibility to file a complaint.

If you are not satisfied with the processing of your personal data by Abihome, you have the right to file a complaint with the Commission for the Protection of Privacy which became the Authority for the Protection of Data from 25 May 2018 onwards.