

# Privacy Statement CAM+

For “CAM+ BV” the protection of privacy is essential. We are strict about the protection of your privacy when you provide your personal data in a branch or on [www.camplus.be](http://www.camplus.be). Below you can read how we collect personal data from our customers, how we use it and how we store it.

## What do we mean by personal data?

Private data means any information about an identified or identifiable natural person. This information may include a person's name, a photo, a phone number, a code, an account number, an email address, a fingerprint, etc.

The term is not limited to data about the private life of individuals. Data relating to a person's professional or public life are therefore considered personal data.

Only data relating to a natural person are taken into account, not those relating to a legal person or an association (a civil or commercial company or a non-profit organisation).

## Why do we collect personal data?

We collect your personal data in order to provide you with the best possible service. Thanks to your personal data, you can easily access our products & services and receive information about specific products that may be of interest to you. In addition, we use your personal information to keep you informed about new products, software releases, promotions and other information that may be of interest to you.

Your personal data may also be passed on to companies that are part of the group to which “CAM+ BV” belongs, for commercial prospecting purposes.

## Do you have to provide us with your personal information?

You are of course free to choose whether or not you want to provide “CAM+ BV” with personal information. However, if you choose not to do this, it means that we may not be able to provide you with adequate advice about a product you wish to rent or answer your questions satisfactorily when you contact us or visit our affiliate.

The above provisions apply without exception unless serious and legitimate reasons are invoked.

If you do not want the collected data to be used for commercial purposes, you can indicate this free of charge via the contact form on the site [www.camplus.be](http://www.camplus.be), and/or if you no longer wish to receive our communications, simply click the "unsubscribe" button. that appears in every communication sent by us.

## Share with third parties. We never share your data with third parties, with the exception of:

- [Exact Online](#) that takes care of our accounting for us.
- [Spark](#) that simplify and accelerate the follow-up of your support.

Some of these companies host the data in the United States, but guarantee that the data will be processed in accordance with European and Belgian legislation to protect your privacy based on the Safe Harbor Principles.

## How is the data collected?

This data can be collected by “CAM+ BV” in various ways, for example when you visit our website, when you purchase products or services, or when you contact our rental or service department.

## **What is the content of the collected information?**

- Identity and contact details (including address, telephone number, profession, date of birth, e-mail address, ..
- Cookies
- Photos taken for security purposes
- IP data when you visit our site
- Customer data and C+ ID from our own IT systems

## **Data controller and purpose of the processing**

“CAM+ BV” is responsible for the processing of your personal data and manages it exclusively for the following purposes:

- for providing excellent customer service
- for our customer administration
- for marketing purposes, including direct marketing, to keep you informed about the latest products and new software versions.
- for internal reporting purposes
- customer segmentation and customer profiling
- for surveillance purposes and to combat fraud
- to better tailor our website(s) to the wishes and preferences of our visitors and customers. Acceptance of cookies is not mandatory, you can refuse cookies being placed on your device at any time via the settings of your browser. You can also delete the placed cookies from your computer at any time. (Refer to the instructions for your device or internet browser.)

## **Inspection and correction**

If you would like to know which information about you is in our file, or if you want us to delete or adjust certain personal information, you can request this by sending a dated request together with a copy of your identity card to CAM+, cumin order 19 - 1800 Vilvoorde. Applications are processed within 30 days and processed within 45 days.

## **Public register**

You can also consult the public register at the privacy commission at any time at [www.privacycommission.be](http://www.privacycommission.be), section public register.

## **Violation of your rights**

If you are of the opinion that “CAM+ BV” has violated your privacy in any way whatsoever, you can contact us in the first instance in writing via the contact form on [www.camplus.be](http://www.camplus.be). We will make every effort to rectify the alleged violation. If a mutual settlement is not possible, you can contact the privacy committee for further information.

Only Belgian law applies to this agreement and only the courts of Brussels have jurisdiction.

## **We also use cookies!**

During a visit to this site 'cookies' may be placed on the hard drive of your computer and this solely to better tailor the site to the needs of the returning visitor. Cookies help us to optimize your visit to the website, to remember technical choices (for example, a language choice, a newsletter, etc.), and to show you more relevant services and offers.

If you want to consult the website of “CAM+ BV”, it is recommended that you have cookies enabled. However, if you prefer not to do this, you are free to disable cookies through your browser settings. This can be done in the following ways:

By browser - Microsoft Internet Explorer:

- In Internet Explorer, click on 'Internet Options' in the 'Tools' menu.
- On the 'Privacy' tab, move the settings slider to 'low' or 'accept all cookies' (setting above 'medium' disables cookies).

- Click on 'OK'.

#### By browser - Mozilla Firefox:

- Click "Firefox" in the top left corner of your browser, then click "Options."
- On the 'Privacy' tab, make sure the 'Tell websites I don't want to be tracked' is unchecked.
- Click on 'OK'.

#### By browser - Google Chrome:

- Click on 'Tools' at the top of your browser window and choose 'Options'.
- Click on the 'Under the Hood' tab, locate the 'Privacy' section and select the 'Content settings' button.
- Now select 'Allow local data to be set'.

#### By browser - Safari:

- Choose "Preferences" from the task menu. (The task menu is located at the top right of the Safari window and looks like a gear or click "Safari" in the expanded task menu.
- Click on the Privacy tab. Locate the section called "Cookies and other website data".
- Confirm the transaction and wait for confirmation that all cookies have been deleted.

Or consult the help function of your internet browser.

### **What use are these cookies?**

We use cookies to improve your visit to our website. The cookies we use are safe. The information we collect using cookies helps us identify any errors or show you specific services that we think may be of interest to you. We may store information that is directly related to you.

### **User rights?**

Every User can assume that "CAM+ BV" always processes his personal data 'fairly and lawfully'. This means that the data is only processed for the explicit and legitimate purposes described above. "CAM+ BV" therefore guarantees that the data processing is always adequate, relevant and not excessive. In any case, the User is based on the following rights:

- Every User can always object to the processing of his personal data. This right to object only exists if there are serious and justified reasons related to his special situation. The exceptions of Article 5, (b) and (c) of the Privacy Act also apply to this right to object. The User can object at any time, free of charge and without justification, to the intended processing of his personal data if these personal data were obtained with a view to direct marketing.
- Every User who proves his identity has a right of access to information about whether or not processing of his personal data exists, as well as the purposes of this processing, the categories of data to which these processing operations relate and the categories of recipients to whom the data is provided.
- "CAM+" is committed to collecting data that is as accurate as possible. Inaccurate or incomplete personal data can therefore always be corrected or even deleted. Since it is impossible to be continuously aware of every change or error in the personal data, it is up to you as a User to report inaccuracies and omissions and in the first place to make the necessary adjustments within its User Registration.

It is up to the User to exercise his rights if this is desired. The User exercises his right via a dated, written request to "CAM+ BV", by post or by e-mail to [info@camplus.be](mailto:info@camplus.be). Please always provide proof of identity, such as a copy of the identity card. "CAM+ BV" undertakes to comply with your request within 15 working days.

### **Existence of automated decision-making**

As a responsible company, we do not use automated decision-making or profiling.