

Privacy Statement

Protection of personal data

The following information relates to the protection of your personal data. This is the data that allows you to be identified, directly or indirectly, such as your first name, surname, e-mail address and IP address.

Personal data is collected when:

- You surf on the pages of ProValent BV. In your browser, those pages begin with www.provalent.be. When a link takes you to another website, a portal site, an online application or a social network, you must check the terms and conditions for the processing of personal data used by those responsible for those websites or services.
- You contact us (by phone, e-mail, social media).

You are protected in accordance with:

- [European Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 \(entered into force on 25 May 2018\) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data \(GDPR\).](#)

1. Legal bases and purposes of the processing operations

Personal data is collected and processed with the aim of:

- Informing you
- Answering your questions
- Handling the files and records that concern you

Data is also collected and processed anonymously:

- For statistical and qualitative purpose, with the aim of improving our services

If your request for information or services is intended for another department, we provide you with the particulars of that department and you are free to choose whether or not to contact them.

2. Processed data

In the three situations listed in the table below, personal data is collected and processed automatically.

The other personal data that may be processed is listed in the data processing register.

Situations where Data is collected and processed

- You visit one or more pages: IP address
- You contact us through an electronic form or e-mail: Surname, first name and e-mail address that you have provided
- Exchange of e-mails: Meta data that may or may not be related to your e-mail
- You contact us on social media: The information on your profile on social media according to your privacy settings on this social media

Data that is not of a personal nature is automatically collected without linking it to your IP address and therefore with respect for your privacy. It is used to generate statistics and to improve the content of the portal site:

- Search engine used
- Keywords used
- The website from which you came
- The pages you viewed
- The duration of each page view
- The list of files downloaded
- The date and time of access
- The browser used
- The platform and/or operating system installed on your computer

3. Storage duration

The data are kept for no longer than is necessary for the purposes for which they are processed. In exceptional cases, such as a legal procedure, these personal data may be kept longer.

4. Use of cookies

To learn more about our use of cookies, [see our Cookie Policy](#).

5. Right of inspection, modification, limitation, objection and deletion

You have certain rights relating to the personal data that we use: the right of inspection, the right of modification, the right to object and the right to have data deleted.

Your application will be processed within 30 calendar days. If your application is complex or if our department has to deal with a large number of applications, that period may be extended by 60 days.

Please send an e-mail or letter to our Data Protection Officer together with a scanned copy or paper copy of your identity document containing your signature to the following address in order to exercise your rights: info@provalent.be

6. Complaints

If you consider that ProValent BV has not processed your personal data in accordance with the applicable regulations, you are entitled to lodge a complaint with the Data Protection Authority: Data Protection Authority, Rue de la Presse 35, 1000 Brussels
E-mail : contact@apd-gba.be

7. Contact

For more information about our data protection policy, you can contact our Data Protection Officer by e-mail: info@provalent.be