

Privacy statement ILLA

The limited partnership ("*commanditaire vennootschap*", abbreviated to "*CommV*") **ILLA**, having its registered office at 3140 Keerbergen, Grote Paallaan 14, Crossroads Bank for Enterprises No.: 0799.501.714, (hereinafter referred to as 'ILLA') is committed to protecting your personal data.

This privacy statement outlines how ILLA intends to collect and use and, if applicable, disclose your personal information when you visit our website and/or make a purchase through our website and what rights you have in relation to your personal data. We process your data in accordance with the General Data Protection Regulation (GDPR).

If you have any further questions after reading the privacy policy, you can contact us on +32 471 96 56 99 or at admin@illa.be.

The responsible party within our enterprise is Ms Ilse Lagaisse.

Responsible party

The controller of your personal data is the following legal entity:

Ille CommV
3140 Keerbergen Grote Paallaan 14
CBE 0799.501.714

Hereinafter referred to as 'ILLA'.

Collection of personal information

When you visit our website, we collect certain information about your device, your interaction on this website and other information required to process your purchases.

We may also collect additional information if you contact us either by telephone or in writing for customer support.

The following is an overview of the information that we collect and the reason(s) why (for what purpose):

- Device information: device information includes, without being limited to, IP address, location data, time zone, cookie information, browser information, etc.

The purpose of this information is ensuring that our website loads accurately and to perform analyses for the use and improvement of our website;

- Order information: this information includes, without being limited to: first name and surname, nationality, date of birth, gender, address, shipping address, invoice address, payment information, e-mail address and telephone number, order history, details about your order, such as quantity and price and other information you provide voluntarily e.g. when creating a profile on our website.

The purpose of collection is to supply the products and services to fulfil our contract, process your payment information and enable shipment, provide you with invoices and/or order confirmations, communicate with you either in writing or by telephone and screen your orders for risk or fraud. To meet legal and administrative obligations.

Provided that you grant your express consent, we also collect information to inform you about our products and provide you with offers and inspiration based on your preferences.

- Information for customer support: example of information collected, name, invoice address, shipping address, payment information, e-mail address and telephone number.
The purpose of the collection is to be able to answer your queries, offer advice on products and provide customer support.

Legal basis

In accordance with the General Data Protection Regulation (GDPR), we process your personal data on the following legal bases:

- Your consent
- The performance of the contract concluded between you and ILLA.
- To meet ILLA's legal obligations.
- To undertake tasks in the public interest and legitimate interests that do not take precedence over your fundamental rights and freedoms.

Sharing personal information

We only share your personal data with third parties if doing so is necessary for the performance of the agreement or to meet a legal obligation, to include, but without being limited to:

- Delivery services, for deliveries of ordered products.
- Payment services, for the processing of payments.
- IT and marketing service providers, for the management and maintenance of our website and to provide personalised marketing.

We ensure that these third parties treat your data with care and do not use your data for other purposes.

ILLA concludes processor agreements with third parties whom ILLA regularly commissions to process your personal data in order to ensure the security and confidentiality of your data.

Your data will not be transferred to territories outside the EU without appropriate safeguards.

We may share your personal information in order to satisfy applicable regulations, to respond to a summons, search warrant or other lawful request for information we receive, or to protect our rights otherwise.

Advertising on the basis of behaviour

As outlined above, we also use personal data, subject to your consent, to provide targeted advertising or marketing communication that we believe may be of interest to you.

Retention period

We do not retain your data for longer than is necessary for the purposes for which it was originally collected, unless we are required to do so by law.

Automatic decision-making

As a resident of the EEA, you have the right to object to processing on the sole basis of automatic decision-making where this decision-making has legal consequences for you or otherwise significant consequences.

Our processors use limited automated decision-making to prevent fraud.

Services which include elements of automated decision-making, include:

- Temporary rejection of IP addresses linked to repeated failed transactions;
- Temporary listings of credit cards, linked to IP addresses the list of which has been rejected.

Your rights

You have the right to access, correct or delete your personal data.

You also have the right to withdraw your consent to data processing or to object to the processing of your personal data by ILLA.

You also have the right to data portability, which means you may request that ILLA sends the personal data that it possess in a digital file to you or another organisation named by you.

You may submit a request to access your data or have it corrected, deleted or ported or request a withdrawal of your consent or object to the processing of your personal data to admin@illa.be.

ILLA undertakes to respond to your request as promptly as possible, but no later than within 30 days.

For the sake of completeness, it is important to emphasise that the aforementioned rights are subject to a number of exceptions.

ILLA will not be obligated to comply with your request for access, correction, deletion or porting due to our legal obligations, reasons of public interest, for the establishment, exercise or substantiation of legal claims or the legitimate exercise of the right to freedom of expression and/or information.

If you are of the opinion that ILLA has not acted in accordance with data protection legislation, you are entitled to submit a complaint to the national supervisory authority. This can be done using the following contact information:

Belgian Data Protection Authority
rue de la Presse 35, 1000 Brussels
+32 (0)2 274 48 00
+32 (0)2 274 48 35
contact@apd-gba.be

Security of your data

We take appropriate technical and organisational measures to protect your personal data against loss, misuse, unauthorised access, disclosure, modification and destruction.

Changes to this privacy statement

We may change this privacy statement from time to time. We recommend that you check this statement at regular intervals so that you are up to date on how ILLA protects your data.