

Privacy and cookie policy

When you are visiting our website <http://dudemsa.com> or one of our other domains which connects you to this website, your personal data will be processed. Dudemsa bvba considers your privacy as very important.

To respect you privacy as good as possible, manage several standards:

- **Inform:** we want to inform you as good as possible how and why we process your personal data by this policy.
- **Limit data:** we attempt to limit the collection of personal data into what we think is necessary for a good functioning of our website and services.
- **Security:** we take suitable security actions to protect your personal data.
- **Permission:** in case your legal permission about data process is required, we will ask your explicit permission.
- **Rights:** we respect your right to view, correct or delete your personal data and other possible rights, the appropriate privacy law gives you.

In this privacy and cookie policy, you can read how we put above into practice.

The usage of personal data

When you are using our website, you are leaving specific data behind. This can possibly be personal data. We collect, save, and use the personal data, which are directly given by you (for example through the contact form on the website) or of which are clearly given by us for processing.

We will not use your personal data for other purposes than what we received for, unless you give us permission in advance or if we are legally allowed to do so. Depending on which functionalities or services you use by our website or our service, we can process following personal data:

- Name, address, city
- Telephone number
- Invoice data
- Payment data
- E-mail address
- Logg-in data
- Sex
- IP address
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Your personal data will be used by us for for instance the purposes below but will not exclusively be limited by these purposes in order to:

- Grant access to the website;
- Offer functionalities by the website;
- Bill given services;
- Register names of domain;
- Send newsletters;
- Correct or evaluate our website or services;
- Answer and deal with your questions;
- Offer directed advertisements by search engines
- Offer directed advertisements by marketing platforms (like f.e. Facebook, LinkedIn,...)
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Contact form and emails

If you have further questions about Dudesma bvba or our services, you can contact us by mail or telephone within our office hours (except on holidays and circumstances beyond one's control). You can find our contact details on our website: <http://dudemsa.com>.

When filling-in the contact form on our website or emailing us, we will save the data you send us as long as the necessary depending on the nature or content, to fully answer and deal with it.

The process of email is possible but not limited by following parties:

Party	Purpose	Office	Service
Google	E-mailtransfer	US (Privacy Shield)	Gsuite
CRM	CRM management	US (Privacy Shield)	Customer Relations
Administration software	Administration	US (Privacy Shield)	Administration
Support software	Support	US (Privacy Shield)	Ticketing system
E-mail software	E-mail marketing /Internet marketing	US (Privacy Shield)	E-mail marketing

(Attention: above-mentioned can change)

Cookies

We use cookies at our website. A cookie is a small file, which is transferred with our pages of our website and which will be saved in the memory of your device. The saved information in a cookie, can be transferred to our own secure servers or to service of. A third party.

At our website, we use cookies to:

- Enable particular functionalities of the website and to secure the website (technical & functional cookies);

- Analyse the usage of the website as well as to optimize and improve our services based on that usage (analytical cookies);
- Make the web offer more interesting for you by means of directed advertisements via several channels (advertisement cookies);
- Offer you the possibility to share our website information via several social media (social media cookies).

The first time you visit our website, there will be shown a banner in which you can give us your permission to use cookies and plug-ins as described in this privacy and cookie policy, if you accept our policies at our website.

We do not have any control to what third parties do with data, which are obtained by the placed cookies. You can find further information about how they save this obtained data and what they do with it in the privacy policy of the regarding parties (attention: this can change frequently).

These cookies and plug-ins below exist but are not limited to the following:

Party	Type	Office	Service
Google	Analytical cookies	US (Privacy Shield)	Analytics, Tag manager, ...
Google	Advertisement cookies	US (Privacy Shield)	Adwords, remarketing snippets, ...
Facebook	Advertisement cookies	US (Privacy Shield)	Facebook pixel, like & share buttons, page includes, API connections, ...
E-mail software	Advertisement cookies	US (Privacy Shield)	Advertisement cookies, plugin/script for opt-in email newsletter and remarketing/reminders
Smartlook	Analytical cookies	US (Privacy Shield)	Smartlook, script to save van website activity (relevant for bug detective and to optimize experience), ...
LinkedIn	Advertisement cookies	US (Privacy Shield)	Pixel / Remarketing service, ...
WordPress	Technical & functional cookies	US (Privacy Shield)	CMS
Joomla	Technical & functional cookies	US (Privacy Shield)	CMS

Drupal	Technical & functional cookies	EU	CMS
CMS	Technical & functional cookies	EU/US	CMS
Cloudflare	Technical & functional cookies	US (Privacy Shield)	Optimization of web performance and technical relevant identificatie of a user about security
*	Technical & functional cookies	EU	Technical relevant cookies concerning (optimized) functioning of the website.
*	Social media cookies	EU / US	Cookies which endbles to share particular parts of the website on social media.

(Attention: above-mentioned can change)

Switching cookies on and off

You can switch off cookies by modifying your browser settings. View the manual of your browser for the exact instructions. Keep in mind that (particular functionalities) may not be able to function properly or not at all if you switch off cookies. The websites or parts of it may deny access because of this.

Deleting cookies

Most of the cookies have an expiry date. This means they will automatically expire after a particular periode und won't register data of your website visit anymore. You can choose to manually delete cookies before the expiry date has expired. For further information, you can consult your browsers manual.

Websites of third parties

This privacy and cookie policy does not apply to websites and services of third parties, which are connected to our website by links or scripts / plug-ins. We can not guarantee that these third parties will manage your personal data in a liable and safe manner. We advice you to read the privacy policy of these websites before using them.

Liability and supply to third parties

We confidentially manage your personal data. We will not supply the personal data, we collect by our website, to other parties, unless it is necessary as part of the execution of the agreement or in cases to which we are legally allowed.

Security

We take suitable security steps to limit abuse from and unauthorized access to your personal data. By this, we can make sure, only the right persons can access your data and that this access is protected.

Retention period

We do not save your personal data any longer as necessary for the purposes, to which this data is received. The process and possible legal retention periods are hereby taken into account.

Rights of the involved

When supplying personal data, you can send us a request to view, modify/correct or delete this data. When can address your requests to info@dudemsa.be or by registered letter to: Vennestraat 66/68, 3600 Genk, Belgium.

To prevent abuse, we will ask you to identify yourself, before sending you your data. If you want to view personal data related to a cookie, you have to send a copy of the related cookie. You can find these in your browser settings.

Modifications privacy and cookie policy

We preserve the right modify this privacy and cookie policy. In case of modification, we will publish a mentioning at our website. We advice to consult this policy regularly to stay in touch with our modifications.

Contact

If you have further questions or remarks about our privacy and cookie policy, you can contact us by the contact details below.

Dudemsa bvba

Vennestraat 66/68, 3600 Genk, belgiuminfo@dudemsa.be

0032 89 35 70 90

Our Privacy and Cookie Policy is only legally valid in our Dutch version.