

Rentaltec Privacy & Cookies Policy

This privacy policy will explain how our organization uses the personal data we collect from you when you use our services and visit our website.

We may update this policy from time to time by publishing a new version on our website. You should check this page occasionally to ensure you are happy with any changes to this policy.

Topics:

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1. What data do we collect & what is the source of this data?

We are committed to safeguarding the privacy of our website visitors and service users. Rentaltec collects and processes the following data for personal identification also necessary to give sufficient proof of identity before, while and after using our services, i.e.:

- 1.1. **Usage data**, about your use of our website and services. This may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your use.
The source of the usage data is our analytics tracking system.
- 1.2. **Service data**, provided in the course of the use of our services. The service data may include your name, address, telephone number, email address, gender, date of birth and employment details
The source of the service data is you or your company or employer.
- 1.3. **Enquiry data**, information contained in any enquiry you submit to us regarding goods and/or services.
- 1.4. **Customer relationship data**, information relating to our customer relationships, which may include your name, your company or employer, your job title or role, your contact details, and information contained in communications between us and you or your company or employer.

- 1.5. **Transaction data**, information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website and which may include your contact details, your card details and the transaction details.
The source of the transaction data is you and/or our payment services provider.
- 1.6. **Notification data**, information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters.
The source of the customer relationship data is you, your company or your employer.

2. How will we use your data, what is the legal basis for this usage and when and to whom may this data wholly or partially be disclosed?

- 2.1. **Usage Data**: Rentaltec collects your data so that we can process your order and manage your account and contract. This usage data may be processed for the purposes of analysing the use of the website and services.
The legal basis for this processing is consent or our legitimate interests, namely monitoring and improving our website and services.
- 2.2. **Service data** may be processed for the purposes of providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you, your company or employer.
The legal basis for this processing is consent or our legitimate interests, namely the proper administration of our website and business or the performance of a contract between you, your company or employer and us and/or taking steps, at your request, to enter into such a contract.
- 2.3. **Enquiry data** may be processed for the purposes of offering, marketing and selling relevant goods and/or services to you, your company or employer.
The legal basis for this processing is consent.
- 2.4. **Customer relationship data** may be processed for the purposes of managing our relationships with customers, communicating with customers, keeping records of those communications and promoting our products and services to customers.
The legal basis for this processing is consent or our legitimate interests, namely the proper management of our customer relationships.
- 2.5. **Transaction data** may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions.
The legal basis for this processing is the performance of a contract between you, your company or employer and us and/or taking steps, at your request, to enter into such a contract and our legitimate interests, namely the proper administration of our website and business.
- 2.6. **Notification data** may be processed for the purposes of sending you, your company or employer the relevant notifications and/or newsletters.
The legal basis for this processing is consent or the performance of a contract between you, your company

or employer and us and/or taking steps, at your request, to enter into such a contract.

2.7. We may disclose this data wholly or partly to:

- 2.7.1.** any member of our group of companies (this means our subsidiaries, our ultimate holding company and all its subsidiaries) insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy.
- 2.7.2.** Information about our company or group of companies can be found at www.rentaltec.com.
- 2.7.3.** our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.
- 2.7.4.** our suppliers or subcontractors insofar as reasonably necessary.
- 2.7.5.** our payment services providers, only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- 2.7.6.** to one or more of those selected third party suppliers of goods and services identified on our website for the purpose of enabling them to contact you, your company or employer so that they can offer, market and sell to you relevant goods and/or services. Each such third party will act as a data controller in relation to the enquiry data that we supply to it; and upon contacting you, each such third party will supply to you a copy of its own privacy policy, which will govern that third party's use of your personal data.

- 2.8. In addition to the specific disclosures of personal data** set out in this Section, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. When Rentaltec processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent rentals or purchases.

3. How do we store your data?

Rentaltec securely stores your data at Infodatek, Netherlands. Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those. Notwithstanding the other provisions of this Section, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

4. Marketing

Rentaltec would like to send you information about products and services of ours that we think you, your company or employer might like, as well as those of our partner companies.

When you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Rentaltec from contacting you for marketing purposes or giving your data to other members of the Rentaltec Group.

If you no longer wish to be contacted for marketing purposes, please contact us.

5. What are your data protection rights?

Rentaltec would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- 1.1. The right to access** – You have the right to request Rentaltec for copies of your personal data. We may charge you a small fee for this service.
- 1.2. The right to rectification** – You have the right to request that Rentaltec correct any information you believe is inaccurate. You also have the right to request Rentaltec to complete the information you believe is incomplete.
- 1.3. The right to erasure** – You have the right to request that Rentaltec erases your personal data, under certain conditions.
- 1.4. The right to restrict processing** – You have the right to request that Rentaltec restricts the processing of your personal data, under certain conditions.
- 1.5. The right to object to processing** – You have the right to object to Rentaltec's processing of your personal data,
- 1.6. The right to data portability** – You have the right to request that Rentaltec transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- 1.7. The right to complain to a supervisory authority** and
- 1.8. The right to withdraw consent**, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us by written notice or by email at info@rentaltec.com

6. Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit www.allaboutcookies.org.

7. How do we use cookies?

Rentaltec uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Add any uses Rentaltec has for cookies

8. What types of cookies do we use?

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Rentaltec uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Rentaltec uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Rentaltec sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

9. How to manage cookies

Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

(a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);

(b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);

(c) <http://www.opera.com/help/tutorials/security/cookies/> (Opera);

(d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);

€ <https://support.apple.com/kb/PH21411> (Safari); and

(f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

Blocking all cookies will have a negative impact upon the usability of many websites. If you block cookies, in a few cases, some of our website features may not function as a result.

10. Privacy policies of other websites

The Rentaltec website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

11. Changes to our privacy policy

Rentaltec keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 19 February 2019.

12. How to contact us

If you have any questions about Rentaltec's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us:

Headquarters - General & All countries +32 2 532 32 32
Rentaltec NV, registered in Belgium, Wayenborgstraat 22, 2800 Mechelen
info@rentaltec.com
France 0185 14 96 26
Germany 06251 – 8614211
UK 0158 222 88 73
Belgium 02 532 32 32

13. How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Rentaltec has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

UK: [Information Commissioner's Office](#)

FR: [l'Autorité de protection des données Nationale de l'Informatique et des Libertés](#)

DE: [Der Bundesbeauftragte für den Datenschutz](#)

BE: [Gegevensbeschermingsautoriteit](#)