



## Privacy Policy of the Henco Companies

*Version 0.1* This page was last changed on January 11, 2019.

We are aware that you, as our commercial partner, put your trust in us. As a result, we believe it is our responsibility to protect your privacy. With this document we inform you which data we collect when you use one of our services, why we collect these data and how we process them. This will help you understand exactly how we work.

This privacy policy is subject to European legislation and applies to the services provided by the Henco Companies, Henco Industries and Henco Floor. You should be aware that the Henco group is not responsible for the privacy policy of other companies and sources. The Henco Companies respect the privacy of their contacts and ensure that the personal data you provide to us are treated confidentially.

### Our use of collected data

#### Use of our services

When you use one of our services, we ask you to provide personal data to us. These data enable us to provide our services. The data are stored on Henco Industries' own secure servers.

#### Purposes

We do not collect or use information for any other purposes than those described in the present privacy policy, unless you have given us your prior permission. Your personal data are mainly used to participate in our activities, such as the performance of contract.

We will use your personal data to inform you, for instance by means of a newsletter. Among other things, we provide you with information about new products and work tools and keep the communication relevant to you. We will also do this only with your permission.

Finally, we also use your data to meet legal obligations, for instance with regard to accounting.

#### Third parties

Your information is not shared with third parties or outside the European Economic Area. In some cases, your information may be shared internally. Our employees are obliged to keep your data confidential.



## Storage of your personal data

Depending on the type of personal data you share with us, your data are stored. For instance, all data concerning legal arrangements will be stored for as long as a commercial relationship exists. Some of these legal data are your credit risk insurance and any sanctions. The data you provide to us in the form of your IP address and cookies, will be stored for one month. The data you provide to us for direct marketing purposes will be stored until you ask us to delete these data. For instance, with every newsletter, you can unsubscribe.

## Protection of your personal data

Both Henco Industries and Henco Floor take the protection of your data seriously and take appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised changes.

## Choices regarding your personal data

We give all registered contacts the possibility to access, change or delete any personal data provided to us.

## Accessing, changing or deleting your data

If you want to access, change or delete your data from our files, please contact us via [privacy@henco.be](mailto:privacy@henco.be). To make sure that the access request came from you, it is important to include a copy of your ID. Please black out your passport photo and card number / ID number, to protect your privacy. We will reply to your request within four weeks.

## Clicking behaviour, IP address and cookies

General visitor data are kept on our websites [www.hencofloor.be/](http://www.hencofloor.be/), [www.henco.live](http://www.henco.live) and [www.henco.be](http://www.henco.be), based on the IP address. In doing so, we want to optimise your user experience and ease of use. This also helps us to place more relevant information on our websites.

The IP address is a number that is automatically allocated to your computer or mobile device when surfing the internet. This address is used to verify which parts of the websites are visited. This enables us to make analyses and reports of the general website use.

In addition, the Henco group uses functional and anonymised cookies on its websites. These cookies, which serve an analytical purpose, are small text files that are installed on your computer's hard drive as soon as you visit the website. These text files contain data ensuring that you are recognised as a visitor. You can always disable these cookies in your browser.



## You have a question, complaint or feedback?

We regularly check our compliance with the present privacy policy. If you have any questions or complaints about the manner in which Henco Industries and Henco Floor handle your personal data, please contact us by e-mail on [privacy@henco.be](mailto:privacy@henco.be) or by mail:

- Henco Industries NV, Toekomstlaan 27, 2200 Herentals, Belgium, mentioning Privacy
- or
- Henco Floor NV, Toekomstlaan 27, 2200 Herentals, Belgium, mentioning Privacy.

## Footnotes

### Footnote 1 – Affiliated companies

- Henco Industries NV  
Toekomstlaan 27, in Herentals (Belgium)  
Enterprise number: 0443.598.222
- Henco Floor NV  
Toekomstlaan 27, in Herentals (Belgium)  
Enterprise number: 0862.367.117



**Footnote 2: Personal data and their purpose**

<b>Personal data</b>	<b>Purpose</b>
First and last name	Commercial purposes, contact details, invoice details
Gender	Commercial purposes, contact details, invoice details
Date of birth	Customer contact
E-mail address	Commercial purposes, contact details, invoice details
Address details	Commercial purposes, contact details, invoice details
Telephone number	Customer contact, identification contact
Location details	Commercial purposes, contact details, invoice details
Cookie data	Website use, fields of interest, analyses
IP address	Website use, analyses