

DATA PROTECTION POLICY

At Isobel, we respect and protect your privacy. We want to remain worthy of the trust you place in us by visiting our site and using our services. We also want you to feel completely comfortable when surfing our site. This is why we want to inform you in a transparent manner of the precautions we take to process the personal data that you entrust to us.

Please note that we do not assume any responsibility for the data protection policy of websites to which our site establishes hyperlinks, third party sites or partner sites.

1. COOKIES UTILIZATION

Cookies are small computer files sent by our servers and placed on your computer's hard drive. These cookies contain information which can only be deciphered by the partners of Isobel.be listed below and only when you visit our site. These cookies make it easier for you to navigate our site. For example, you avoid having to indicate each time in which language you want to navigate.

You are of course free to refuse the installation of these cookies.

However, if you disable cookies (in your computer settings), some graphics may not appear correctly or you may not be able to access certain parts of the website.

2. PROCESSING OF PERSONAL DATA OF VISITORS AND USERS

WHY DO WE PROCESS YOUR DATA?

MANAGEMENT OF YOUR REQUESTS AND THE COMMUNITY

Purpose - The data you transmit to us is obviously processed in order to perform our contractual mission of supplying the products you have ordered;

Categories of data - This can be your name, first name, picture, profession, domicile or residence, telephone and fax number, e-mail address, passwords, connections (if using our account). Your browsing history is also processed in order to provide the support service which is an integral part of the aforementioned services.

Indispensable - All of this data is therefore essential for the performance of the mission you entrust to us. Without them, we cannot carry out our mission.

Data recipients - Their communication may be necessary for the performance of our mission.
Duration - Your data collected is for a maximum period of five years from the last contact we had with you.

Duration - Your data collected is for a maximum period of five years from the last contact we had with you.

MONITORING YOUR PREFERENCES AND YOUR ACTIVITIES

Purpose - The data you provide us and your usage data are processed, with your consent (retractable at any time), in order to adapt our service to your preferences and habits.

Categories of data - This could be the activities you signed up for / attended, the searches you made, your geolocation when using our services, or the users you interact with.

Indispensable - Tailoring our services to your preferences and providing an optimal user experience are part of our DNA. You cannot therefore benefit from our services without consenting to your data being processed for this purpose.

Data recipients - Data processed for this purpose is not passed on to a third party, except other users, if you allow them to see the activities you have registered for.

Duration - The data processed for this purpose are kept for one year after the closure of your account.

MANAGING YOUR ONLINE ACCOUNT

You can visit our site, find out about our products and services and learn about our latest news, without having to provide us with any personal information. However, if you want to order any of our products online, you must create an account and password. Through this account, you can change your password and edit your profile, manage your friends list, refer a friend, manage your credits and your transaction history, view your orders, manage your delivery and shipping addresses. billing, manage your notifications, your shares and your messaging. The data provided are only used to fulfill your order, for the management of our contractual relationship and the promotion of our products.

MANAGEMENT OF OUR CONTRACTUAL RELATIONSHIP

Purpose - Your contact and financial data are also used in order to invoice our products and their recovery, or to notify a modification of the Contract or the Data Protection Policy (in particular new purposes) . This data is therefore essential for the performance of our contract. Without them, we cannot carry out our mission.

Recipients of the data - They are sent to tax and social administrations, to our social secretariat and to our accountant. They could be transmitted to our council or to a bailiff in the event of judicial recovery.

Duration - We are required to retain this billing data until our fiscal and accounting obligations expire, which is 10 full fiscal years.

PROMOTION OF OUR PRODUCTS

Inform you about our products - If you are a customer of our site, our legitimate interest in promoting our products justifies that we carry out information or promotion operations for our company's products via your news feed or newsletters electronically. Your contact details are transmitted to an electronic mailing service.

We keep your data for this purpose until you ask us to stop.

MAINTENANCE OF OUR COMPUTER FACILITIES

Computer maintenance - Our subcontractor responsible for hosting our website could access your data to the extent strictly necessary for the performance of their missions.

SOCIAL NETWORKS

Purposes - The data you provide by visiting our pages on social networks is or could be processed jointly by the social network and the administrator of this page for the following purposes:

- the collection of certain data by means of cookies;
- improvement by the social network of its advertising system;
- obtaining audience statistics for the page.

This data will only be processed by the page administrator in the context of his legitimate interest in obtaining statistics on visitors to his page in order to adequately promote his page. The audience statistics compiled by the social network are only transmitted to the page administrator in an anonymized form.

Categories of Data - Data related to your account, data related to content sharing or communications you have with other people.

Duration - This data is or could be processed as long as the page exists and that you visit it.

MANAGEMENT OF YOUR APPLICATION

If you send us your application, your data will be processed at your request in order to assess the possibility of a contractual relationship. They will be deleted within 3 months of the end of the selection process.

LOCATION OF YOUR DATA

In the European Union - Your data is mainly processed within the EU.

In the event of transfer outside the European Union - Your data will only be transferred to a country that does not offer an adequate level of protection for the support and improvement of our services, the sending of our letters of request, information and your online payments. In these cases, we of course ensure that our subcontractors are obliged to respect the same data protection standards as in the EU, whether through appropriate contractual clauses or by their adherence to the principles of Privacy. Shield. You can obtain a copy of these guarantees on request.

SECURITY OF YOUR DATA

The credit card number that you give us is transmitted over the Internet in encrypted form. The Stripe online payment system is used because it meets very high security standards using the SSL (Secure Sockets Layer) and SET (Secure Electronic Transaction) protocols.

Your other personal data is also transmitted to us in a secure manner using SSL protocols. We have also implemented security policies with regard to our partners so that the servers hosting your personal data prevent, as far as possible:

- unauthorized access or modification to your data;
- improper use or disclosure of your data;
- illegal destruction or accidental loss of your data.

Our employees who have access to your data are subject to a strict obligation of confidentiality regarding them.

WHAT ARE YOUR RIGHTS ?

Information - This right is exercised through this document.

Access and rectification - You have the right to access your data and have them corrected if necessary. You have the possibility at any time to have access to your personal data and to rectify them via the “Profile” section of our site by using your access code and your password. You can also request free access and possibly request the deletion of all your personal data from our database. To do this, you just need to send us a written request.

Opposition - You can object to the processing of your data that we do on the basis of our legitimate interest.

Withdraw your consent - When data is processed by virtue of your consent, you can revoke this decision at any time, without questioning the past processing.

Erasure - You can obtain the erasure of your data or the limitation of processing under the conditions provided for in Articles 17 and 18 of the General Data Protection Regulation. To do this, you just need to send us a written request.

Portability - The data you have provided to us may be communicated to you or transmitted to another site in electronic format.



WHO SHOULD YOU CONTACT?

The person responsible for processing your data and its data protection officer (SA Isobel Household with its registered office at 48, rue des Héros 4431 Loncin, Belgium - privacy@isobel.be) are at your disposal for any question and, subject to proof of your identity, for any request relating to the rights set out above.

If you would like more information, or if you wish to lodge a complaint, you can contact the Data Protection Authority (Rue de la Presse, 35 - 1000 Brussels, Tel. +32 2 274 48 00 - [contact @ apd- gba.be](mailto:contact@apd-gba.be)).