**ROCKAVELLI**

**Website Disclaimer, Privacy and Cookie Policy**

**(in compliance with GDPR)**

**Business information**

Business name: Rockavelli

Adress: Brabançonnestraat 123, 3000 Leuven, Belgium

Type of company: Besloten Vennootschap (BV), a private company with limited

liability under Belgian law

Enterprise number: 0792.876.416

VAT number: BE 0792.876.416

Register of Legal Entities: RPR Leuven

E-mail: [info@rockavelli.eu](mailto:info@rockavelli.eu) (for businesses)

[support@rockavelli.eu](mailto:support@rockavelli.eu) (for consumers)

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**Applicable law and jurisdiction.**

This website is governed by Belgian law. In the event of disputes, the courts of the judicial district of Leuven shall be solely competent.

**Privacy policy**

Rockavelli processes personal data in compliance with this privacy statement. For further information, questions or comments on our privacy policy, please contact us at [support@rockavelli.eu](mailto:info@rockavelli.eu).

*Processing purposes*

Rockavelli collects and processes consumers’ personal data for customer and order management purposes (including customer administration, tracking orders/deliveries, invoicing, solvency monitoring, profiling and sending marketing and personalised advertising).

*Legal bases for the processing*

Personal data are processed based on Article 6.1. [(a) consent,] [(b) (required for the implementation of an agreement),] [(c) (required to satisfy a legal obligation)], [(f) (required for the protection of our legitimate interest in entrepreneurship)] of the General Data Protection Act.

Insofar as the processing of personal data takes place based on Article 6.1. a) (consent), customers always have the right to withdraw their consent.

*Transfer to third parties*

Should this be necessary in order to achieve the stated objectives, the customer's personal data will be shared with other companies (of the Rockavelli group) within the European Economic Area that are directly or indirectly connected to Rockavelli or with any other partner of Rockavelli.

Rockavelli guarantees that these recipients will take the necessary technical and organisational measures for the protection of personal data.

*Retention period*

Personal data processed for customer management will be stored for the time necessary to satisfy legal requirements (in terms of bookkeeping, among others).

*Right to inspection, improvement, deletion, limitation, objection and transferability of personal data*

The customer is at all times entitled to inspect their personal data and can correct them or have them corrected if they are incorrect or incomplete, have them removed, restrict their processing and object to the processing of personal data concerning the customer based on Article 6.1 (e) or (f), including profiling based on these provisions.

Furthermore, the customer is entitled to obtain a copy (in a structured, standard and mechanically readable form) of their personal data and to have said personal data forwarded to another company.

In order to exercise the aforementioned rights, the customer is requested to:

* adjust the settings of their customer account; and/or
* send an e-mail to the following address: [support@rockavelli.eu](mailto:info@rockavelli.eu)

*Direct marketing*

The customer is entitled to object free of charge to the processing of their personal data aimed at direct marketing.

*Complaints*

The customer has the right to file a complaint with the Belgian Privacy Protection Commission

(35 Rue de la Presse, 1000 Brussels; [commission@privacycommission.be](mailto:commission@privacycommission.be)).

**Use of ‘cookies’.**

During a visit to the website, cookies can be stored on your computer’s hard drive. A cookie is a text file placed by a website server in your computer’s browser or on your mobile device, whenever you visit a website. Cookies cannot be used to identify people, a cookie can only identify a machine.

‘*First-party cookies*’ are technical cookies that are used by the visited site itself and that are intended to enable the site to function optimally. Example: settings adjusted by the user during previous visits, or a form with data previously completed by the user during prior visits.

‘*Third-party cookies*’ are cookies that do not originate from the website itself, but from third parties, e.g., marketing or advertising plug-ins. For example, Facebook or Google Analytics cookies. For such cookies the visitor to the website must first give consent, which can take place through a bar at the top or bottom of the website, with reference to said policy, which nonetheless does not prevent further browsing on the website.

You can adjust the settings on your Internet browser so that cookies are not accepted, that you receive a warning whenever a cookie is installed or that the cookies are subsequently removed from your hard drive. You can do this through your browser’s settings (using the help function). Do take into account that specific graphic elements may not appear correctly or that you will be unable to use specific applications.

By using our website, you agree with our use of cookies.

**Google Analytics**

This website uses Google Analytics, a web analysis service offered by Google Inc. (‘Google’). Google Analytics uses ‘cookies’ (text files stored on your computer) in order to help the website to analyse how users use the website. The information generated by the cookie about your use of the website (including your IP address) is sent to and stored by Google on servers in the United States. Google uses this information to record how the website is used, compile reports about website activities for website operators and provide other services relating to website activities and Internet use. Google is only permitted to provide this information to third parties if required to do so by law or insofar as said third parties process the information on Google’s behalf. Google will not use your IP address in combination with other data at its disposal. You can disable the use of cookies by selecting the appropriate settings in your browser. However, we would like to point out that this may mean that you cannot access all the options offered by the website. By using the website, you agree to the processing of this information by Google in the manner and for the purposes described above.