



## White Raven IT – Privacy Policy

White Raven IT is committed to safeguarding your privacy and complying with GDPR, ISO 27001, DORA, and NIS2 requirements. This policy outlines how we collect, process, and protect your data.

### General information

White Raven IT BV ("us", "we", or "our") operates the <http://www.whiteravenit.be> website.

The information we provide on our websites is of a general nature. It is not adapted to personal or specific circumstances and can therefore not be considered as personal, professional, or legal advice to the user.

We also provide hyperlinks to other information sources and websites for information purposes only. White Raven IT BV does not manage these other websites and the information contained therein and can therefore not guarantee their quality and/or completeness.

You cannot derive any rights from the information on this website. Only the official laws, decrees, and decisions, as published in the Belgian Official Gazette, have legal effect.

If you notice any inaccuracies or defaults in the information on our sites, we would appreciate it if you reported them.

### Liability

White Raven IT BV or its employees cannot be held liable for direct or indirect damage that could result from consulting or using the information offered on this website, or from the external websites to which this site refers.

Furthermore, we cannot be held liable for problems with the availability of the information caused by technical errors or interruptions.

### Intellectual Property

You have the right to consult, download and reproduce the information on our websites for personal use, provided you cite the source, in accordance with the provisions of the law of 30 June 1994 on copyright and neighboring rights.

However, this permission does not apply to texts where restrictions on use are explicitly stated. Reproduction or use of multimedia information (sound, images, software, etc.) always requires prior permission.

You can contact the administrator of our websites directly about the reproduction of the information.



White Raven IT BV retains all intellectual property rights on the website itself and on the information made available. All logos and images of brands and/or products remain the property of their respective owners.

## Protection of Personal Data

Most of the information we provide on our sites is available without providing any personal information.

In certain cases, however, you will be asked for personal information. This may be the case if you ask a question to or place an order with White Raven IT BV via the contact page, if you want to subscribe to a newsletter or at a study day, if you want to participate in a survey or a discussion forum, if you want to purchase our web shop or other services if they are ever made available.

In doing so, we want to respect your privacy. We treat this personal data in accordance with the provisions of GDPR for the protection of privacy regarding the processing of personal data. This is also explained further in this document.

## Log files

When you visit our sites, we collect information such as the pages visited, the IP address of your computer and the type of browser you use in log files on our server. We collect this information solely for the statistical analysis of visitor figures and traffic on the site, in order to better tailor the information and service offer to the needs of the users. Under no circumstances will your name or address details be used for this.

## Cookies

In many cases, our sites also use so-called "cookies": small information files that are automatically stored on the hard disk of your computer. This information makes your visit to the site faster and more efficient. If you disable the use of cookies in your browser, we cannot guarantee the correct functioning of this website. These cookies are mainly used to track your session and streamline your experience on our website.

## Privacy Policy Change and Notice

We reserve the right to adjust this privacy policy, provided that the users are informed of this.

## What is GDPR?



GDPR is the abbreviation for General Data Protection Regulation, the new European legislation on the protection of personal data, which came into effect in all European Member States from 25 May 2018.

## **What data do we process and how do we obtain it?**

In order to work efficiently with our customers and to be able to offer our services and products, we need a number of personal data from our customers. For example, when contacting us, you will be asked to provide your name, address, telephone number and email address. We need this information to contact you and send you quotes/invoices and additional administrative documents. As well as to be able to make agreements with you and to work out an audit, installation, repair, intervention, or proposal on site.

This information is provided to us via a form on the website, by e-mail or by telephone. All communication that takes place digitally is encrypted so that your data is sent securely and is unreadable for third parties during transmission.

When you visit our sites, we collect information such as the pages visited, the IP address of your computer and the type of browser you use in log files on our server. We collect this information solely for the statistical analysis of visitor numbers and traffic on the site, in order to correctly scale our infrastructure so that it continues to work flawlessly. Under no circumstances will your name or address details be used for this.

Your IP address is also checked when filling in our forms. We do this to compare with an existing database [www.stopforumspam.com](http://www.stopforumspam.com) that contains IP addresses of known spammers.

We only do a search in their database to see if the IP address is in it. Under no circumstances will we report your IP address as being a spammer. This is an extra security measure so that you are never inconvenienced by people trying to misuse our services.

## **How do we keep your data and for how long?**

The data as stated in the above paragraph are included in our invoicing package by our employees. It is through this application that we send out all communication when it comes to quotations, invoices, order forms, etc..

For historical and accounting reasons, this data is kept in the invoicing package in order to be at your disposal in case of warranty cases, additional orders, disputes, all necessary information is available. On simple request, we can also adjust all your data and/ or delete if you wish. Your data is under no circumstances publicly available and never will be.



Log files on our web servers are stored on the server itself and are protected. For example, it is not possible that unauthorized third parties can gain access to this information.

This information is historically maintained in order to compare visitor numbers with previous periods. This comparison also allows us to correctly scale whether our servers need to be expanded due to increased visitor numbers.

## **What security measures do we take to protect your personal data?**

Our billing package runs on a server that is fully encrypted. As well as the backups we take are fully encrypted. All contact details that reach us by email are archived per year in an encrypted environment. This is because, in addition to your personal data, the email also contains your quotes/invoices, your questions and any additional information that provides insight into what your wishes are or are needed to offer you correct services and products. Under no circumstances will your data be sold to third parties.

## **Who can see and/or obtain your personal data?**

Our employees, with the necessary administrative access, have access to your data on our systems. As well as our accounting for the processing of our invoices. Your data will also only be communicated to our installers, technicians, suppliers if they need to contact you or arrange a site visit or provide a delivery. If you want a direct home delivery, your address details will also be transferred to the supplier who is responsible for the shipment of your products.

Your data will not be made available outside the EU either.

## **What are your rights?**

- You may at all times request which data we have stored about you.
- You may request improvements for this.
- You may ask to delete this data.
- You may refuse to receive direct marketing from us.
- You may refuse automatic profiling.

In case of disputes, you can always use ODR from the European Commission at the following url: <http://ec.europa.eu/odr/>.

## **What are your obligations and how can you contact us?**

We have a notification obligation in the event of a data breach in which your data would be compromised. We are also obliged to respond within 30 days, free of charge, to any request from the customer relating to the personal data.



You can always reach us regarding personal data via email at [privacy@whiteravenit.be](mailto:privacy@whiteravenit.be) and in case of disputes, you can always use ODR from the European Commission at the following URL: <http://ec.europa.eu/odr/>.