

Privacy policy

Who are we ?

This website is provided by Cares Assistance, located in Rozebeeksestraat 44, 8860 Lendeledede, Belgium, and reachable by phone at + 32 2 486 85 10 and e-mail at info@cares-assistance.eu

Processing purposes

Your personal data will be processed by Cares Assistance, in accordance with European Regulation (EU) 2016/679 of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, following the use of an application or following a request for information or an order for documents. Cares Assistance processes the personal data you provide on its websites and applications for the following purposes:

- Being able to respond favorably to requests that you make when you visit websites or use the application
- Optimizing the management of Cares Assistance's websites and commercial and administrative contacts as well as the administration of its customers.
- Optimize the quality of services offered to Internet users as well as sites and applications
- Create market research and visitor statistics
- Keep you regularly informed of the activities, new services and products of Cares Assistance

Regarding the first four objectives, Cares Assistance relies on its legitimate interest in managing its websites and applications optimally, in understanding the way in which its websites and applications are used and in responding appropriately and correctly to requests. visitors to websites and applications. To the extent that these processes are carried out using cookies, our cookie policy applies.

In the latter case, Cares Assistance will only process your data with your consent. You have the right to withdraw your consent at any time without this affecting the legitimacy of the processing carried out before the withdrawal of your consent.

Your rights

You can read the data processed by Cares Assistance and, if necessary, have them corrected by means of a dated and signed request, which will be sent with a copy of the front of the identity card by e-mail to the address info@cares-assistance.eu or by post to Cares Assistance, Rozebeeksestraat 44, 8860 Lendeledede. You can also, under the same conditions and within the limits provided for by European Regulation (EU) 2016/679 of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on free movement of this data, oppose or request that this processing be restricted. You can also request that your data be deleted or

transferred. Further information can be obtained through the same communication channels.

If necessary, you can file a complaint with the Data Protection Authority.

The duration of the conversation

Cares Assistance keeps your personal data for as long as is strictly necessary for the purposes of processing, and for as long as the law requires.

Privacy

In order to avoid, as far as possible, any unauthorized access to the personal data you provide to us, Cares Assistance observes strict security procedures.

Access to some services may require prior registration. You agree to communicate precise and complete data to Cares Assistance, as well as any modification thereof. The access data you obtain from Cares Assistance is strictly personal and must be kept secret by you. If you suspect that your access data is being misused, you must immediately notify Cares Assistance.

Cares Assistance can take the necessary measures to ensure the proper management of its websites and its IT system. To this end, Cares Assistance may at any time have access to all information, communications or other elements stored on these websites or in this system. In this context, Cares Assistance may also block your access temporarily or permanently, in particular in the event of (suspected) fraud, abuse or breach of the confidentiality of your access data.

Data sharing

Cares Assistance may disclose your personal data to a third party at the request of any legally authorized authority, or even on its own initiative if it believes in good faith that such disclosure is necessary to comply with laws and regulations, to protect and / or defend the rights or property of Cares Assistance or the users of the sites and applications, or, in special circumstances, to protect the security of Cares Assistance, its customers and / or users of the sites and applications.