

Privacy policy

Data protection on the DEKRA website

DEKRA Belgium NV / SA treats your personal data with the utmost care. The personal data collected and processed through this website come under the responsibility of DEKRA Belgium NV / SA, with registered office at Leuvensesteenweg 510, Bus 4/30, 1930 Zaventem, Belgium, with company number 0471.948.055 and registered with the Brussels Legal Persons Register (RPR) (hereinafter referred to as "DEKRA", "We" or "We"). Thank you for visiting our website and for the interest you are showing in our products and services.

This website also uses cookies. For further details of what cookies are, why we use them and what your rights in respect of our use of cookies, please see our cookie policy at the bottom of this page.

The purpose of the present privacy statement is to inform you of the kind of personal data we collect and use. It is important to us that you know at all times when we process personal data, which personal data are processed and how and why we process your personal data.

All personal data that you supply us with during your visit and whilst using our website will be processed in a duly responsible manner in accordance with the applicable data protection legislation, with particular reference to the Act of 8 December 1992 and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR).

By using our website and submitting your personal data to us, you acknowledge that you have duly read and understood the present privacy statement and you expressly and unambiguously consent to us processing your personal data in accordance with the present privacy statement, which may be updated from time to time.

When do we collect your personal data and which personal data are involved?

We collect your first name, surname, telephone number, fax number and e-mail address as well as any other personal data you provide us with when you fill in the contact form on our website.

We also collect certain personal data relating to your visit to our website, such as your IP address, the website from which referred you to our website, the web pages you visit on our website and the date and duration of your visit.

Why do we use your personal data?

All personal information you provide us with when you visit our website and/or fill in our contact form will be used to:

- communicate with you: we need your contact details (such as address, e-mail, telephone number) in order to be able to contact you.
- inform you: we will send you our newsletter or updates on our products and services or those of our partners only if you have expressly consented to such use of your personal data.
- conduct statistical analyses of your use of our website and to enhance the user experience of our website.
- protect the legitimate interests of our company, our partners and third parties where your use of our website may be considered as fraudulent, harmful, prejudicial, defamatory or to detect, prevent and/or stop any other unlawful use of our website.
- comply with statutory obligations or requests from the competent authorities, police officers or other institutions including the Data Protection Authority.
- inform a third party in the context of a possible acquisition or merger with the said third party, even if this third party is located outside of the EU.

wanneer uw gebruik van onze website kan beschouwd worden als bedrieglijk, schadelijk, nadelig, lasterlijk of om elk ander onrechtmatig gebruik van onze website op te sporen, te voorkomen en/of stop te zetten

The legal basis for the processing

- **Consent:** for the processing of your personal data subject to the terms of the present privacy statement, we ask for your consent. For example, when you enter the contact form, or when you sign up to our newsletter, we will expressly ask you for your consent.
- **Statutory obligation:** in some situations, we are required by law to collect your personal data. In amongst other things, this is the case where we are required to pass on personal data to the competent authorities.
- **Legitimate interest:** the processing of your personal data for the purpose of improving our website, for marketing purposes and the commercialisation of our products, and for the purpose of protecting our website against unlawful use is carried out on the basis of our legitimate interest.

The transfer of data

DEKRA will never disclose your personal data to third parties, nor will we transfer your personal data to a country outside of the European Union without your express consent. However, DEKRA may disclose your personal data to a limited number of affiliated organisations:

- other entities of the DEKRA Group;
- specific third parties in the event of a merger or takeover, carve-out or another form of company restructuring, sale or acquisition of a branch or specific activities and/or companies;
- processors such as specific entities that administer and service our website and IT infrastructure. These processors are only permitted to process your personal data on our express written instruction. We guarantee that we have carefully selected our processors and that they are under obligation to protect the security and integrity of your data.

The security of your personal data

We believe it is absolutely essential to protect your privacy in handling personal data and to ensure that all business information is duly protected, as matters which we take into account in all our business processes. To this end, DEKRA puts in place appropriate technical and organisational measures to protect our processing activities and to protect your personal data against accidental or deliberate manipulation, loss, destruction or unauthorised access. Access to your personal data is restricted to DEKRA employees and to the service providers appointed by us who actually need access in order to be able to accomplish the purposes set out above.

Our security measures are constantly updated to keep up with new developments. However, please bear in mind that no security system is 100 per cent watertight.

Data retention period

We will not retain personal data beyond the length of time that is necessary to achieve the purposes outlined in the present privacy statement, or until you withdraw your consent for the processing, unless:

- DEKRA has an interest in keeping your personal data on record in an identified form and this interest outweighs your fundamental rights;
- a statutory or regulatory obligation or a judicial administrative order prevents DEKRA from doing so.

What are your rights in respect of our use of your personal data?

You have the right to:

- request access to all personal data we process about you;
- request that we correct any personal data we process about you that are inaccurate, incomplete or outdated.
- object to the processing of your personal data if you have serious and legitimate reasons relating to your specific circumstances that justify such an objection.
- request that we delete all personal data we process about you if those data are no longer necessary for the purposes for which they were collected.
- withdraw your prior consent for your personal data to be processed. In this respect, you need to be aware of the fact that this request will be assessed and weighed against:
 - our overriding interests;
 - any legal or judicial decisions that oppose the erasure
- request that the processing of your personal data be restricted. This is possible when:
 - you dispute the accuracy of the personal data;
 - processing is unlawful;
 - the personal data are no longer necessary for the purposes outlined above, but when you need the data for your defence in the context of legal proceedings;
- obtain your personal data from us in a structured, commonly used and machine-readable form. If you so wish, you have the right to provide your personal data to another service provider (= right to transferability of data).

To exercise these rights, please send an e-mail to dataprotection.be@dekra.com. For security reasons, we will only be able to respond to your request if you provide us with proof of identity, e.g. by sending us a copy of both sides of your identity card.

If you want us to correct data, we ask you to clearly specify which personal data are inaccurate and to provide us with proof of why they are inaccurate.

Your right to object to the processing of your personal data for direct marketing purposes is free of charge and can be exercised without having to state grounds by clicking the "unsubscribe" link in any promotional or commercial e-mail we send you.

We will endeavour to respond to any request in a timely manner. Please note that we are within our rights to decline your request if this is clearly intended to cause DEKRA or our affiliated organisations harm or prejudice, e.g. by sending frequent (unfounded) requests in a short period of time. We also reserve the right to review your request for erasure against statutory or regulatory obligations that conflict with such erasure.

Cookie policy

This cookie policy sets out which cookies we use on this website and also explains the way in which these cookies are used.

Cookies are small text files that are stored on the hard disk of the computer and contain certain information and sometimes personal data. The cookies are activated at the beginning of your visit to the website or when you visit a specific part of the website.

DEKRA Belgium NV / SA, with registered office at Lenneke Marelaan 12, 1932 Zaventem, Belgium, with company number 0471.948.055 and registered with the Brussels Legal Persons Register (RPR) is responsible for the use of cookies on the website.

By continuing to use our website, you acknowledge that you have read and understood this cookie policy and you expressly and unequivocally consent to our use of cookies as explained below.

1. Types of cookies

i. Functional cookies

Functional cookies are linked to the functioning of our website; this enables us to offer website visitors a better service via our website. We use the following functional cookies:

Cookie name	Purpose	Validity
ARRAffinity	Distribute data traffic to the website across different servers for a shorter response time	Until end of user session

ii. Analytical cookies

Analytical cookies give us a better understanding of how visitors use our website by collecting statistical data. We use the following analytical cookies:

Cookie name	Purpose	Validity
BT_ctst	Check whether cookies can be placed on the visitor's computer.	Until end of user session
BT_sdc	Temporarily store data needed to send Smart Messages	Until end of user session
BT_pdc	Personalise visitor profile (visitor reads our newsletter, searches for a vacancy, etc.)	1 year
et_coid	Count how many times a user visits the website and also calculate when a session has ended, where the user comes from and which keywords are used	2 years
et_id	Recognise visitors and control actions	2 years
noWS_ID	Recognise whether additional functions should be added to the A/B test	Until end of user session

2. Cookies management

You can use your browser to set whether or not you want cookies installed at any time. These procedures may be reviewed or changed by the developers of the browsers, so we cannot guarantee that they will always be fully compliant with the latest version. You can check this information yourself:

- [Firefox](#)
- [Chrome](#)
- [Google Chrome for Android](#)

- [Explorer](#)
- [Safari](#)
- [Safari for IOS](#)
- [Opera](#)

You are free to withdraw your consent to our use of cookies at any time. In order to exercise this right, simply delete the cookies placed on your computer. Please see the relevant instructions of the developer/publisher of your browser, as listed above.

If you do not allow cookies when visiting the website, this may mean prevent some or all parts of the website from working properly.

Contact Us

If you have any questions or suggestions regarding data protection or the processing of personal data at DEKRA, please contact us. We will be happy to deal with any information requests and any other requests and complaints that may arise:

DEKRA Belgium NV
Data Protection Officer: Tammy Geens
Leuvensesteenweg 510, Bus 4/30
B-1930 Zaventem (Belgium)
dataprotection.be@dekra.com
Tel. +32 710.10.26