Privacy statement

De Buck Travel respects the privacy of its customers, suppliers and staff as required by law under the GDPR (General Data Protection Regulation).

De Buck Travel and all its members of staff (DBT) work to ensure that the personal privacy of the groups specified above is duly protected. The present privacy policy is specifically published for the benefit of the parties whose interests are involved in this regard.

For the benefit of DBT's customers:

Statutory basis: At all times, the use made by DBT of the personal details of its customers shall be confined to the details required to book the reservations, at the customers' instruction, of their trip or event and all elements associated therewith.

No derogations therefrom shall be allowed unless with the express written permission from the customers concerned.

Time limit: these details shall be kept on file for no more than 36 months.

Our suppliers or the authorities that are sent the personal details of DBT customers, shall equally be required to warrant performance of the above privacy undertaking in writing, at DBT's impetus.

In consideration of the destination of the trip, as applicable, your details may be passed on to suppliers outside of the European Union.

For the benefit of DBT suppliers' employees:

Statutory basis: The personal details of employees of DBT suppliers, as required to enable them to perform their assignments for DBT as a customer, shall be used by DBT solely for this purpose. This mainly relates to contact details in order to enable DBT to pass orders or instructions on to the supplier.

No derogations therefrom shall be allowed unless with the express written permission from the suppliers' employees concerned.

Time limit: these details shall be kept on file for no more than 60 months.

Our suppliers or the authorities that are sent the personal details of DBT suppliers' employees, shall equally be required to warrant performance of the above privacy undertaking in writing, at DBT's impetus.

In consideration of the destination of the trip, as applicable, your details may be passed on to suppliers outside of the European Union.

For the benefit of DBT employees:

Statutory basis: The personal details of our staff, as required to enable them to perform their duties for DBT as an employer, shall be used by DBT solely for this purpose. This relates to all details intended for the payroll processing services provider to enable us to comply with our obligations under labour law.

No derogations therefrom shall be allowed unless with the express written permission from the employees.

Time limit: these details shall be kept on file for the duration of their tenure of employment with DBT, extended by a further 18 months.

Our suppliers or the authorities that are sent the personal details of DBT employees, shall equally be required to warrant performance of the above privacy undertaking in writing, at DBT's impetus.

In consideration of the destination of the trip, as applicable, your details may be passed on to suppliers outside of the European Union.

Personal details are details relating to your name or personal identity

DBT shall not sell or lease out your personal details to third parties. DBT shall not disclose any personal details to third parties without their permission, unless this should be required by law.

Protecting your details

DBT makes every effort to protect the details you provide us with. DBT has the appropriate physical and information technology tools and administration procedures in place to protect the details we collect and to prevent unauthorised access thereto or disclosure thereof.

Privacy commission:

If you believe that your details were processed wrongly or unlawfully, or unlawful use was made thereof, you are free to file a complaint with the Privacy commission:

Address details and opening times

Commissie voor de bescherming van de persoonlijke levenssfeer (Commission for the Protection of Privacy)

Drukpersstraat 35, 1000 Brussels

+32 (0)2 274 48 00

+32 (0)2 274 48 35

commission(at)privacycommission.be

The Commission’s offices are open every working day to members of the public by prior appointment.

The Commission can be contacted by telephone

Monday, Tuesday, Thursday: 08.30 hours until 12.00 noon - 13.00 until 16.30 hours

Wednesday, Friday: 08.30 hours until 12.00 noon

Amendments to the present statement

The present statement was amended on 21/8/2017 under the GDPR regulation.