



Privacy statement

The Privacy statement of De Buck Travel N.V. lets you know how your personal data is collected, processed and transferred.

De Buck Travel N.V. respects the privacy of its customers, suppliers and staff in accordance with the applicable legislation and in particular the provisions of Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and concerning the free movement of such data (General Data Protection Regulation, hereinafter the "GDPR") and the laws and regulations that this Regulation further implements.

De Buck Travel N.V. and all its employees, hereinafter referred to as "DBT", are responsible for protecting the privacy of its customers, suppliers and staff, as well as for other parties who share their personal data with DBT. We are publishing this privacy statement specifically for the benefit of the interested parties. By sharing your data with De Buck Travel N.V., you declare that you agree with all the provisions contained in the privacy policy below.

Protection of the personal data of customers of De Buck Travel N.V.:

Statutory basis: The use of the personal data of customers by DBT is always limited to those needed to make the reservations for the trip, the congress, the event, the incentive, the excursion, the project or the service provided to the customer, and the components associated therewith. The personal data will be processed for this purpose only. Only DBT employees involved in the organisation, implementation or administrative process of the trip or event, or one of the associated components, consult and process the personal data of the customer. No personal data from the customer are communicated to third parties who are not involved in the implementation of the project or service.

The consent of one of the parents or a guardian is required for the processing of children's personal data. When one of the parents or a guardian shares the personal data of a child under the age of 16 with DBT, he / she as the customer gives permission to process such data in connection with making the necessary reservations or agreements within the framework of the customer's journey or event.

Retention period: the personal data of the customer will be kept as long as post-interventions are necessary in the context of the journey, the congress, the event, the incentive, the excursion, the project or the service provided. Billing information is kept according to the legal retention period imposed by the applicable Belgian accounting legislation (i.e. 7 years).

Our suppliers, relevant organisations or official bodies that receive the personal data of DBT customers are also asked to comply with the GDPR guidelines.

The customer's data may be sent to suppliers or relevant authorities outside the European Union, depending on the destination of the trip, the congress, the event, the incentive, the



excursion, the project or the service provided,. This is only the case if the implementation of the project, service or order requires this. External parties outside the European Union will also be requested by DBT to commit to the GDPR guidelines.

DBT follows the same guidelines for personal data received via the website, via e-mail, through correspondence or in some other way, from potential customers, suppliers or contacts.

Deviation from the aforementioned clauses is only possible with the express written permission of the relevant customer or person involved.

Protection of the personal data of customers of De Buck Travel N.V:

Statutory basis: DBT only processes the personal data of suppliers, its employees or subcontractors, which are required for the execution of the service or assignment for DBT as a customer. The personal data will be processed for this purpose only.

Only the personal details are processed of the supplier, his employees or subcontractors, which are absolutely required for the execution of the service or assignment. This mainly concerns contact details, identity card numbers and licence plates, to enable communication about the service or assignment, and to enable access to secure locations such as ports, airports, etc., for which detailed personal identification is required due to strict security measures. Such personal data will only be communicated with a view to enabling the performance of the service or assignment, and for no other purpose.

Only the DBT employees involved in the project for which the requested personal details are needed, will consult and process the personal details of the supplier, his employees or subcontractors. No personal data will be communicated to third parties who are not involved in the performance of the relevant service or assignment.

Retention period: the personal data will be kept as long as post-interventions are necessary in the context of the journey, the congress, the event, the incentive, the excursion, the project or the service provided . Billing information is kept according to the legal retention period imposed by the applicable Belgian accounting legislation (i.e. 7 years).

Our suppliers, relevant organizations or organizations that receive the personal data of suppliers, their employees or subcontractors via DBT, are also asked to commit to the GDPR guidelines.

The personal data may be sent to relevant suppliers, authorities or organisations outside the European Union, depending on the destination of the trip, the congress, the event, the incentive, the excursion, the project or the service provided. This is only the case if the implementation of the project, service or assignment requires this. External parties outside the European Union will also be requested by DBT to commit to following the GDPR guidelines.

Deviation from the aforementioned clauses is only possible with the express written permission of the supplier involved.



Protection of the personal data of staff members of De Buck Travel N.V:

Statutory basis: The personal details of employees or freelancers of DBT, as required to enable them to perform their assignments for DBT as the employer shall be used by DBT solely for this purpose. This concerns any personal data required for the staff register, the social secretariat and associated suppliers or official bodies to be able to meet our employment-law obligations.

Retention period: these details will be kept on file for the duration of their employment with DBT, extended by the statutory retention period of five years.

Suppliers or official bodies that receive the personal data of DBT staff or freelancers are also asked to commit to the GDPR guidelines.

The personal data may be sent to relevant suppliers, official bodies or organisations outside the European Union, depending on the destination of the trip, the congress, the event, the incentive, the excursion, the project or the service provided.

Deviation from the aforementioned clauses is only possible with the express written permission of the relevant member of staff or the freelancer involved.

Protection of your personal data in relation to third parties not involved.

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 does not release personal data to third parties not involved without the permission of the person concerned, unless the processing of such personal data is required by law.

Cookie policy.

By using the website of De Buck Travel N.V., it is possible that certain information about your surfing movements is collected passively, using technological tools. These cookies do not make it possible to identify you.

The information collected about your surfing movements on our website (e.g. which pages are consulted, the date and time of the consultation, etc.) allow us to gain more insight into the use of our website, anonymously. That way we can further adjust our website according to the needs of the visitors. This information will not be distributed and will not be used for purposes other than those mentioned above.

Your rights



As a customer, supplier or staff member you have the right to access your personal data processed by DBT, as well as the right to have incorrect data corrected (if any), to have unlawfully processed data (if any) removed and to have all of your processed personal data removed (according to the possibilities within the legal framework).

Protection of your personal 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 thus prevent unauthorised access thereto or disclosure thereof.

Contact and changes:

If you have any questions or comments regarding the privacy policy of De Buck Travel N.V. or if you wish to make use of your rights mentioned above, you can always contact us via our contact page on our website (<https://www.debuckagency.com/contact/>).

If you believe that your details were processed wrongly or abused, you can submit a complaint to 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@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 25/05/2018 in the context of the entry into force of the GDPR.

The Privacy Statement may be subject to amendments, depending on additional laws and regulations that further implements the GDPR or in line with changes in privacy-related guidelines. You will always find the current privacy statement on our website. We recommend that you always consult the current text of the privacy statement when issuing your personal data to DBT.

