

## Privacy and Cookie Policy

Last updated: 8 January 2026

### Contact details

The website <https://www.bo-solutions.be> (hereinafter referred to as “the Website”) is owned by:

BO-Solutions NV

Address: Liebeekstraat 9, 8800 Roeselare, Belgium

Telephone: +32 51 24 89 32

Company number: BE 0436.244.830

E-mail: [info@bo-solutions.be](mailto:info@bo-solutions.be)

### 1. Why this privacy policy?

Visitors to the Website may provide certain personal data. These data make it possible to identify you as a natural person, directly or indirectly.

BO-Solutions NV processes your personal data exclusively in accordance with:

- Belgian legislation on the protection of personal data, and
- the General Data Protection Regulation (GDPR – Regulation (EU) 2016/679).

By using the Website, you implicitly agree to the possible processing activities as described in this document.

BO-Solutions NV reserves the right to amend this privacy policy at any time. Substantial changes will be clearly communicated. We recommend consulting this document regularly.

### 2. Who processes your personal data?

#### 2.1 Data Controller

BO-Solutions NV is the Data Controller and determines which data are collected, for what purposes they are processed and how this processing takes place.

#### 2.2 Processors

BO-Solutions NV may rely on external parties (“Processors”), such as:

- marketing or analytics tools,
- IT partners,
- hosting providers.

These Processors always act in accordance with the instructions of BO-Solutions NV and are required to ensure the confidentiality and security of your data.

### 3. On which legal grounds are my data processed?

BO-Solutions NV processes personal data on the basis of one of the following legal grounds:

- Performance of a contract or pre-contractual measures at your request.
- Compliance with legal obligations (such as invoicing or accounting).
- Legitimate interests, such as improving our services or ensuring security.
- Consent, for example for direct marketing purposes (newsletters, promotions, etc.).

#### **4. Which personal data are processed?**

BO-Solutions NV only processes personal data that are relevant and necessary. This includes, but is not limited to:

- IP address
- First and last name
- Address details
- E-mail address
- Telephone number
- Company details
- Location data
- Professional information
- Data provided via contact forms
- Technical information (cookies, browser data, time of visit, pages visited)

#### **5. For what purposes are my personal data used?**

BO-Solutions NV collects your data in order to provide a safe and optimal user experience.

Personal data are processed for the following purposes, among others:

- Creating and managing user profiles
- Follow-up of enquiries or quotations
- Performance of contractual relationships
- Improving our services and products
- Invoicing and administrative purposes
- Sending newsletters or commercial offers (subject to consent)
- Detecting and preventing fraud and abuse
- Statistical analyses and website optimisation

During your visit, certain data are automatically collected, such as IP address, location, time and pages visited, solely for the purpose of optimising the Website.

Personal data are never sold to third parties. They are used internally only, unless explicit prior consent has been given or legal obligations require otherwise.

#### **6. Who receives your personal data?**

Your data are processed exclusively internally by employees or partners of BO-Solutions NV who require them to perform their tasks.

Data are not shared with third parties, unless:

- you give explicit consent,

- this is necessary for the provision of our services (e.g. IT service providers),
- a legal obligation requires it.

BO-Solutions NV takes all appropriate technical and organisational measures to prevent unauthorised access.

## **7. How long do we retain your data?**

Personal data are retained only for as long as necessary to achieve the intended purposes. In practice, personal data are generally retained for an average period of 18 months, unless legal obligations require a longer retention period.

When data are no longer required, they are deleted or anonymised.

## **8. What are your rights?**

### **8.1 Right to lawful and secure processing**

Your data are always processed for legitimate purposes, in a lawful, fair and proportionate manner, and not longer than necessary.

### **8.2 Right of access**

You may request information at any time about which personal data we process and for what purposes.

### **8.3 Right to rectification**

You may request correction of inaccurate or incomplete data.

### **8.4 Right to erasure (“right to be forgotten”)**

You may request deletion of your data if:

- the data are no longer necessary,
- you withdraw your consent,
- the processing is unlawful,
- you object to the processing.

### **8.5 Right to restriction**

You may request temporary restriction of processing in the following cases:

- dispute regarding accuracy,
- unlawful processing,
- data required for legal claims.

### **8.6 Right to object**

You may object at any time to processing for direct marketing purposes.

### **8.7 Right to data portability**

You may request that your data be transferred to another party in a structured, commonly used and machine-readable format.

## 8.8 Right to withdraw consent

Consent for processing (e.g. for marketing purposes) may be withdrawn at any time.

## 9. How can I exercise my rights?

You may exercise your rights by submitting a written request by post or e-mail, accompanied by proof of identity (copy of identity card or passport).

BO-Solutions NV  
Liebeekstraat 9  
8800 Roeselare  
E-mail: [info@bo-solutions.be](mailto:info@bo-solutions.be)

You will receive a response within one month of receipt of your request.

## 10. Complaints

If you are not satisfied with the way BO-Solutions NV processes your personal data, you have the right to lodge a complaint with the Belgian Data Protection Authority:

Belgian Data Protection Authority  
Website: <https://www.gegevensbeschermingsautoriteit.be>  
E-mail: [contact@apd-gba.be](mailto:contact@apd-gba.be)  
Telephone: +32 (0)2 274 48 00

## 11. Cookie policy

### 11.1 What are cookies?

Cookies are small files placed on your device via the browser that store information about your visit to the Website.

### 11.2 Which cookies does BO-Solutions NV use?

#### Necessary cookies

Required for the basic functioning of the Website.

#### Analytical cookies

Used to measure and improve website performance (e.g. Google Analytics).

#### Functional cookies

Used to enhance usability, such as remembering preferences.

#### Marketing cookies

Used only with consent, for personalised offers.

### 11.3 Cookie management

Visitors can manage their cookie preferences via their browser settings or through a cookie banner.

Questions?

For any questions regarding privacy or cookies, you may contact us using the details above.

**The Dutch version of this Privacy and Cookie Policy is the only legally binding version. Translations are provided for informational purposes only. In case of any discrepancy, the Dutch version shall prevail.**