

PRIVACY POLICY

GENERAL INFORMATION

This website is the property of Da Giovanni BV, having its registered office at 8 Jan Blomstraat, 2000 Antwerp, company number BE0422.112.524 (hereinafter referred to as "Da Giovanni").

The provisions included on the website shall apply to both the (product) information and services of Da Giovanni.

Da Giovanni undertakes to protect your personal data and accords overriding priority to the privacy of the users of its website, its customers and its contacts. This means that no effort is spared to protect your privacy as much as possible and to ensure that you can entrust us with your data and rest assured they will not be misused.

Da Giovanni consequently handles your personal data in accordance with 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 and repealing Directive 95/46/EC (General Data Protection Regulation, hereinafter referred to as the GDPR) and the Protection of Natural Persons with Regard to the Processing of Personal Data Act of 30 July 2018.

When you visit our website, or when we carry out an order for or communicate with you, it is possible that you will share personal information with us so that we can not only identify you as an individual (e.g. your surname and forename, e-mail address, home address, your landline or mobile phone number, etc.) but also respond to your queries or provide services. These are the personal data discussed below. By using our website www.dagiovanni.be and/or our services, you unconditionally accept this privacy policy as well as the general terms and conditions of use.

WHAT IS MEANT BY "PROCESSING OF DATA" AND WHO IS RESPONSIBLE FOR IT?

The term refers to any type of handling of personal data. It includes any operation or set of operations involving personal data or a set of personal data, whether carried out by automated means or otherwise, such as the collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction of data.

Personal data are processed through this website and other ways in which Da Giovanni may receive such data, such as e-mail, correspondence or registration forms.

Da Giovanni is responsible for the processing of your personal data on our own website. We are not cannot be held liable for the processing of your data collected by our partners with whom we cooperate for reservations and home deliveries.

PURPOSES AND LEGAL BASIS OF THE PROCESSING OF YOUR PERSONAL DATA

Personal data are processed on the basis of Article 6.1 GDPR.

Da Giovanni processes your personal data for the following purposes:

- Taking measures to verify your (personal) data when logging into your account on the website and shop, as well as to secure your personal data;
- Delivering and invoicing of the products offered via our website or by other means;
- The technical administration of our website and shop, as well as our customer administration.

In addition, Da Giovanni processes your personal data as and where necessary for the protection of our legitimate interests or those of a third party, including for the following purposes:

- The exercise of fundamental rights, including legal action, whether by us or a third party;
- Providing up-to-date information on possible current or new offers, whether based on pseudonymized user profiles or otherwise;
- Personal advice, e.g. by sending newsletters or creating pseudonymised user profiles, whereby we personalise our offers on the basis of your surfing behaviour;
- Avoiding fraudulent use of our website and shop;
- Prospecting and marketing.

Furthermore, by agreeing to this privacy policy, you give us your consent to process your personal data for the following purposes:

- Contacting you in order to answer your questions or comments, whether by email or telephone;
- Providing up-to-date information on possible current or new offers, whether based on pseudonymized user profiles or otherwise;
- Once personal data have been rendered anonymous, compiling statistics relating to the number of visits to the various sections of the website;
- Processing your application;
- Offering or performing our services to you;
- For any other purposes for which you have given your consent.

If Da Giovanni seeks to carry out any processing of your personal data for a purpose not provided for in this privacy policy, we will contact you at the e-mail address you have provided, so as to inform you of such new processing and its purpose. You will of course have the option of refusing.

The legal grounds on the basis of which Da Giovanni processes your personal data are as follows:

- The consent we have obtained from you to process your personal data;
- The necessity for the performance of an agreement to which you are a party;
- The necessity to comply with a legal obligation incumbent on us;
- The necessity to protect your vital interests or those of another natural person.

Please note that certain features of our website may not be available if you do not wish to communicate your personal data or refuse the use of certain cookies.

You always have the right to withdraw your consent by sending us a written or electronic request with proof of your identity or by unsubscribing from our newsletter.

As indicated in our cookie statement, you can always revoke the consent you have given us to place non-functional cookies by clicking the button at the top of the cookie statement.

However, such withdrawal does not affect the lawfulness of the processing that has already been carried out on the basis of your consent before it was withdrawn.

COMMUNICATION OF YOUR PERSONAL DATA

1. Data you communicate to us yourself

When you wish to use the contact form, the application form or our web shop, we ask you to provide personal data. You then provide us with personal data. By sending us an e-mail, you share personal data with us (your e-mail address and your surname, forename, address, telephone number, depending on what you yourself write in your e-mail message). These data are used to fulfil our possible contractual obligations with -- and to provide services to -- you, to answer your questions and for direct marketing purposes. These data are stored on Da Giovanni's secure servers or those of one of its processors (e.g. hosting company), who are also strictly bound to confidentiality regarding your personal data.

2. Data collected based on your use of the website

We collect data on how you use our services and website. This enables us to attune our services better to your needs and interests. We also use cookies to collect data on the use of the services.

3. Data from third parties

In principle, Da Giovanni does not receive your personal data through third parties. Moreover, we do not collect or use information for purposes other than those described in this privacy policy.

TRANSFERRING YOUR PERSONAL DATA TO THIRD PARTIES

Da Giovanni does not transfer personal data to third parties except as and where necessary in order to achieve the stated purposes. In such a case, the Client's personal data will be shared with other companies within the European Economic Area that are directly or indirectly associated with Da Giovanni or with any other partner of Da Giovanni.

Da Giovanni cannot guarantee that these recipients will take the necessary technical and organizational measures to protect the personal data.

HOW LONG WILL PERSONAL DATA BE KEPT?

The GDPR does not stipulate a concrete retention period for the storage of personal data. The basic principle is that personal data will not be kept for longer than necessary. What is necessary depends on the concrete situation.

Da Giovanni will retain the personal data it processes for no longer than necessary to achieve the purposes set out in this privacy policy, for which the personal data were collected.

The personal data you communicate to us under our contractual relationship or when you ask us a question will be kept for a period of time relevant to providing you with services or answering questions, taking into account the contractual and/or legal obligations we may have to keep such data. For example, every company, including Da Giovanni, is legally required to keep certain documents for a certain period of time (e.g. under tax laws, the Archives Act, personnel files, invoices, etc.).

WHAT ARE YOUR RIGHTS REGARDING YOUR PERSONAL DATA?

1. Right to access, rectification and erasure

Your personal data are and will remain your personal data. You retain full control. We therefore pursue a policy of optimal transparency, fairness and lawfulness towards you for their use, whereby you retain control of your personal data and what happens to them.

You have the right to request access to the personal data that Da Giovanni processes about you.

If this information is found to be incorrect, you have the right to have it rectified.

You also have the right in principle to have the personal data relating to you erased. Such erasure of personal data is not possible if the processing of your personal data is necessary or intended for the substantiation or defence of legal claims.

Your request for erasure may also be refused when required in the public interest, for the protection of the rights and freedoms of others or under the exceptions listed by law. These statutory exceptions are listed in Article 17 GDPR:

- The processing is necessary for the exercise of the right to freedom of expression and information;
- The processing is necessary for compliance with a legal processing obligation laid down in Union or Member State law and incumbent upon the controller, or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- The processing is necessary for public health reasons;
- The processing is necessary for scientific or historical research or for statistical purposes and insofar as the right to erasure of data threatens to render impossible or seriously jeopardize the achievement of the purposes of such processing;
- The processing is necessary for the institution, exercise or support of legal proceedings.

2. Restriction of processing and objection

In certain cases, you have the right to have the processing of your personal data restricted. This can be done, inter alia, if you would dispute the accuracy of the personal data or if the processing is unlawful. Where appropriate, we will only store your personal data.

You also have the right to object to the processing of the personal data in question on the basis of Article 6.1 (f) GDPR, including profiling on the basis of those provisions. Such objection is not possible if the processing of your personal data is necessary for the performance of a contract.

3. Portability of personal data

You have the right to obtain a copy (in a structured, common and machine-readable form) of your personal data and to have the personal data transferred to another company.

4. Automated decision-making

You have the right not to be subject to a decision based solely on automated processing if it produces legal effects that concern or significantly affect you. This is not possible if this decision is based on your consent.

EXERCISE OF YOUR RIGHTS

Exercising these rights is free of charge and can be done by sending a request by e-mail to info@dagiovanni.be or by post to the address of the registered office located at 9 Jan Blomstraat, 2000 Antwerp.

You must provide sufficient proof of your identity and include the necessary information in your request to enable Da Giovanni to fulfil its obligations.

If you submit requests that are manifestly unfounded or excessive, Da Giovanni shall be entitled to charge a reasonable fee or to refuse the request. In the latter case, we will notify you in writing.

COMPLAINTS

If you believe that the processing of your personal data by us would be in breach of the provisions of this privacy policy or the GDPR, you have the right to lodge a complaint with the Data Protection Authority via [this link](#).

SECURITY

Da Giovanni has adopted security measures at the technical and organizational level to avoid the destruction, loss, falsification, modification, unauthorized access or erroneous notification to third parties of your personal data collected on our website or by any other means as well as any other unauthorized processing of your personal data.

Under no circumstances can Da Giovanni be held responsible for any direct or indirect damages resulting from an erroneous or unlawful use by a third party of your personal data.

USE OF "COOKIES"

This website (www.dagiovanni.be) uses cookies. We would like to inform you about the use of these cookies in the overview below.

Please note that certain media will not be available if you do not accept the relevant cookies.

1. What are cookies?

'Cookies' may be placed on the hard disk of your computer when you visit the website. A cookie is a text file containing pieces of technical information (internet settings) that are placed by a website server in the browser of your computer or on your mobile device when you consult a website.

Cookies also include what are known as 'scripts'. A script is programming code used to make our website function optimally and interactively.

The term 'cookies' also includes 'web beacons', 'pixel tags' or 'social media cookies'. These are used to integrate various social networking sites on www.dagiovanni.be. Embedded elements from third parties, or in other words content stored with a third party, may actually also be displayed on our website.

As cookies are personal data, their processing is governed by our privacy policy. The processing of functional cookies is based on our legitimate interest, as the functional cookies are required for the proper functioning and security of www.dagiovanni.be. The other cookies will not be placed unless www.dagiovanni.be has obtained your consent to do so.

2. Types of cookies

A. Origin

When you visit our website, different types of cookies may be used. 'First-party cookies' are cookies placed directly on the website by www.dagiovanni.be. 'Third-party cookies' are cookies placed by third parties on www.dagiovanni.be, in particular because www.dagiovanni.be incorporates elements of other websites.

B. Duration

'Persistent cookies' remain on your device for the lifetime of the cookie. They are activated each time you visit www.dagiovanni.be.

'Session cookies' simplify and link user actions during the browser session. Each time you open the browser window, these cookies are set temporarily. Session cookies are deleted as soon as the browser is closed.

C. Function/purpose

'Functional cookies' are those required to facilitate the functioning of the website and to provide a personalized experience (for example, where applicable, the language setting or, in the case of the web shop, the functionality of the shopping basket).

'Non-functional cookies' are used for statistical, social and commercial purposes. They are separate from the technical support of www.dagiovanni.be and do not meet the conditions for being exempted from the consent requirement. Your explicit consent is required for the placement of these cookies.

'Analytical cookies' enable us to map website statistics. Such analytical cookies are placed on your computer through Google Analytics, a web analysis service offered by Google Inc., to analyse how visitors use the website (which pages are most popular, what problems visitors encounter on certain pages, etc.). The data collected through Google Analytics are stored on Google servers in the United States. By using this website, you consent to the processing of the information by Google in the manner and for the purposes described above.

'Performance cookies' can be used to measure how many visitors have visited a particular web page or to list popular web pages. We can also track how you arrived at our website. We use this information to improve our website and optimize the user experience.

D. Consent

The information generated by cookies about your use of the website may be transferred to Da Giovanni's own secure servers or to a data processor that is also bound by strict confidentiality obligations for your personal data. We use this information to track how you use the website, compile reports on website activity and provide other services relating to website activity and internet usage. By using our website, you agree to our use of cookies. You can always refuse the use of cookies by choosing the relevant settings in your internet browser, but bear in mind that in such a case you may not be able to use all the features of our website fully.

E. Management of cookies by the user

Da Giovanni uses cookies to remember the preferences of users of its website. Cookies are also used to enable the user to explore the website and to provide certain functions. Another use of cookies is to ensure safe use of the website and thus help to optimize website visits for its users.

Web browsers offer the possibility to manage cookies, so that you can disable their use. It is also possible to delete cookies that have already been installed.

Through your Internet browser, you can delete cookies automatically or manually and you can indicate whether certain cookies may be installed. You can also set your internet browser to notify you when a cookie is placed. More information on these options can be found in the instructions of the Help function of your browser.

The website www.dagiovanni.be uses CookieYes, which enables visitors to consult the current necessary, functional, analytical, performance and advertising cookies with their type and duration via the 'preferences' button in the cookie module.

CookieYes scans the entire website on which this tool is implemented every 24 hours and then makes the necessary adjustments so that the most accurate information can be made available to the visitor. Da Giovanni is not responsible or liable for the accuracy, completeness or usefulness of the information provided by CookieYes.

CHANGES

This privacy policy is attuned to the use of and features available on this website. Any adjustments and/or changes to this website or other ways in which we collect and process data may result in changes hereto.

Da Giovanni may also be required to adapt this privacy policy to new legislation and/or recommendations of the Data Protection Authority or recommendations of the European Data Protection Authority.

APPLICABLE LAW AND COMPETENT COURTS

This privacy policy is governed exclusive by Belgian law. In the event of a dispute regarding the validity, application, interpretation or enforcement thereof, only the courts of the judicial district of Antwerp shall be competent.

If you believe that the processing of your relevant personal data infringes the General Data Protection Regulation, you have the right to lodge a complaint with a supervisory authority, in particular in the

Member State where you habitually reside, have your place of work, or where the alleged infringement was committed.

QUESTIONS AND FEEDBACK

We check our compliance with applicable privacy laws and this privacy policy on a very regular basis. If you have any questions or would have liked further clarification on this privacy policy, please contact us: info@dagiovanni.be - tel.: 03 225 00 96.

CONTACT DETAILS

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Belgium

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