

PRIVACY POLICY FOR CUSTOMERS

As part of our on-going cooperation, we, CRiON NV (registered office at 84 Maaltemeers, 9501 Ghent; registered in the KBO [Central Business Register] under number 0453.266.548) process your personal data.

These personal data are obtained directly from you or through a third party (e.g. one of your colleagues). If you have our personal data from others, you must guarantee that they were collected in line with the applicable legislation and that those concerned in particular have been sufficiently informed.

Our processing of your personal data depends on the circumstances, based on Article 5 a) (consent – exceptional cases, mainly marketing), b) (necessary to perform the agreement or take measures that precede such an agreement), and f) (justified interest – smooth and normal course of daily trading activities) of the Privacy Protection when Processing Personal Data Act of 8 December 1992, and 6.1. a) (consent – exceptional cases, mainly marketing)), b) (necessary to perform the agreement or take measures that precede such an agreement) and f) (justified interest – smooth and normal course of daily trading activities) of the General Data Protection Regulation (2016/679).

The personal data shall be processed for the purposes: contacts and negotiations, to answer your questions and requests, (where necessary) your participation in our events (e.g. Credit Management Cycle or Start2Credit Management training), customer administration and the performance of the agreement, and all communication concerned. If you give your consent, we will also use your personal data to send commercial notifications (e.g. newsletter, invitations to events, etc.).

It is possible that we may share your personal data with partners we work with (e.g. if this is necessary to achieve the goals or, in exceptional cases, if the services of our partner might be interesting for you), or with other companies in our group (for administrative reasons). We make sure that such recipients undertake to process your data in accordance with the applicable legislation. Normally, your personal data are not sent to recipients outside the European Economic Area. In special cases where this should occur, for instance if you as a customer want to take out international insurance coverage, we will take the necessary (contractual) measures accordingly (e.g. EC Standard Clauses or similar contractual arrangements).

You are entitled to access your personal data at all times and can (have them) correct(ed) if they are incorrect or incomplete, have them removed and object to the processing or have such processing limited, if the legal requirements thereto are met.

You have the right to obtain a copy (in a structured, common form) of your personal data and have said data sent to another controller (right to transferability of personal data).

You can withdraw your consent to receive commercial notices or change your preferences in that respect at all times.

To exercise the aforementioned rights, you can contact us at the following e-mail address: info@crion.be.

We shall keep your personal data for as long as we have a (contractual) business relationship or longer if so required by law.

You have the right to lodge a complaint with the Data Protection Authority (35 Rue de la Presse, 1000 Brussels - commission@privacycommission.be).

PRIVACY POLICY FOR SUSPECTS AND PROSPECTS

We have obtained your contact data by getting in contact with you or through a third party who thinks that you might be interested in our services. Your personal data were stored in our database and will be processed by us, CRiON NV (registered office at 84 Maaltemeers, 9501 Ghent; registered in the KBO [Central Business Register] under number 0453.266.548), as set out below.

The personal data we have about you rather concern contact details such as your forename and surname, your professional e-mail address, your professional telephone number, the name of your company (employer) and your position in that company. If this is not immediately clear from your name, we also ask for your gender, to make sure that we can address you correctly when we communicate.

We shall process primarily your data to explore opportunities for possible cooperation between you and CRiON. In this connection, we shall call you or may have called you already, unless you have indicated via the “Do not call me anymore” list that you do not want to be called. If you give (or have already given) your consent, we will also send you commercial e-mails, e.g. our newsletter.

You are free to accept our invitations and can at all times ask us not to contact you anymore. Your personal data, at least your name, will remain in our data base, but it is very clearly indicated that you do not wish to be contacted any longer for the time being. It is necessary to keep your personal data, in any event your name, to prevent us from contacting you again against your wishes. You also have the right to request that your data be deleted. In such a case, however, we can no longer indicate in our database that you are not interested for the time being, and it is therefore possible that we will contact you again (faster than you wish).

You are moreover entitled to access your personal data at all times and can (have them) (correct(ed) if they are incorrect or incomplete, have them removed and object to the processing or have such processing limited, if the legal requirements thereto are met. You have the right to obtain a copy (in a structured, common form) of your personal data and have said data sent to another controller (right to transferability of personal data).

Your personal data may be shared with others, such as some of our suppliers (e.g. our IT service provider who will have access to the system if there are problems or by suppliers who will make telephone calls or send e-mails for us), and, in exceptional cases, with some of our most important partners whose products and services might interest you in our view. Where this should occur, we will take the necessary (contractual) measures accordingly (e.g. EC Standard Clauses or similar contractual arrangements).

The active marketing we carry out as described above is of the utmost importance for us. Our company's activities, not least drumming up clientele and business, depend highly thereon. As already mentioned, after an initial contact, we leave whether you wish to communicate further with us up to you. The processing of your personal data is thus based on our justified interest in an initial phase (Article 5(f), Act of 8 December 1992, Article 6.1. (f) GDPR) and then, with your consent (Article 5 (a) Act of 8 December 1992, and Article 6.1 (a) GDPR). It is also possible that you contact us yourself, and we have to process your personal data to deal with your question (Article 5 (b) Act 8 December 1992, Article 6.1. (b) GDPR).

If you have questions about exercising your rights, you can always contact us at info@crion.com. We care about your privacy and will always try to find a solution that works for everyone. If you are not satisfied nonetheless, you have the right to lodge a complaint with the Data Protection Authority (35 Rue de la Presse, 1000 Brussels - commission@privacycommission.be).