

RACS MOVING BVBA - PRIVACY POLICY

RACS Moving (hereinafter: RACS) is responsible for the registration, processing and use of your personal data within the meaning of the Belgian Privacy legislation and the GDPR.

You can contact RACS Moving via the contact details below:

- Per post:

RACS MOVING BVBA
Industrielaan 43
2900 Schoten
Belgium

- Per e-mail:

info@racsmoving.com

RACS Moving takes your privacy very seriously and upholds the following principles:

1. We value the trust you place in our company. We will always use your personal data in a way that is fair and worthy of that trust.
2. You are entitled to clear information about how we use your personal information. We will communicate in a transparent way with you about what information we collect, what we do with it, with whom we share it and who you should contact if you have any concerns.
3. We will take all reasonable steps to protect your information from misuse and keep it secure.
4. We will comply with all applicable data protection laws and regulations and we will co-operate with data protection authorities.

PURPOSES OF THE DATA PROCESSING

We will process your personal data to perform your removal and related services, including activities enabling us to expand our customer files.

If you complete a contact form on our website, or send us an email, the information that you transferred will be stored, as long as is necessary depending on the form or the content of your e-mail, to fully answer and process your questions.

WHAT INFORMATION DO WE COLLECT?

In this Privacy Notice, your "personal information" means information or pieces of information that can identify you. This typically includes information such as your name, address, screen name, email address, and telephone number, but too other information such as IP address, information about your household goods and residence.



Depending on your (international) removal destination, we might need you to provide us with additional documents to enable us to perform the services.

We collect personal information about you from various sources, including:

- Information you provide us with directly
- Information that is collected automatically when you use the RACS-site
- Information we collect from other sources

YOUR RIGHTS AND WHO TO APPROACH

You have the right to let us know that:

- you want to obtain information which personal data is processed;
- you want us to rectify, update or erase your personal data from our records;
- you want the processing of your data to be restricted;
- you object to the processing;
- you want to exercise your right to data portability;
- you want to report misuse of your personal data.

To assist us in processing your request, please provide us with your full name and details and submit your request to: info@racsmoving.com.

Within one month of submitting your request, we will inform you of the follow-up given to this request.

You have the right to withdraw your consent to any particular processing at any time, such request not affecting the lawfulness of the processing before your withdrawal.

Finally, you always have the right to lodge a complaint with the supervisory authority (GBA)

WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

As a rule, we don't share your personal data with anyone outside RACS, unless this is really necessary for the execution of the agreement. The parties we select are carefully screened and guarantee the same protection of your data.

Your data is shared with:

- third parties required to deliver a service to you, such as a subcontractor (a freight forwarder, a carrier or an agent at destination) or the custom authorities
- law enforcement or government authorities when they request us to disclose the information
- processors that provide statistical research and analysis, such as Google;
- processors that provide hosting of this Website and related databases;

RACS does not sell any personal data.



TRANSFER OF YOUR PERSONAL DATA

If you move abroad, it is necessary that we transfer your personal data to subcontractors (and their servers abroad) or other carefully selected third parties in other countries, so that they can process the personal data on our behalf.

You should be aware that many countries outside the EU do not offer the same legal protection regarding personal data as you might be used to in your own country. While your personal data are located in another country, they can be viewed by courts, law enforcement agencies and national security authorities in accordance with applicable laws.

Except in the case that we are confronted with a formal request for access to your personal data, we promise that all parties selected by us that process your personal data are obliged to take appropriate security measures to protect your data and only have the right to process the information in accordance with RACS' instructions.

PROTECTING YOUR PERSONAL DATA

We take all reasonable precautions to keep your personal information secure and require any third parties that handles or processes your personal information for us to do exactly the same.

Access to your personal information is restricted to prevent unauthorized access, modification or misuse and is only permitted among our employees and agents on a 'need-to-know' basis.

HOW LONG DO WE STORE YOUR DATA?

RACS stores your personal data received from you to carry out the removal agreement until five years after the performance of the services.

The data collected from your visit to our website will therefore be stored for as long as required by law and shall not be kept longer than necessary for the processing purposes described above.

CLICKING BEHAVIOR AND VISITOR INFORMATION

Generic website visitor data is recorded. In this context, in particular the IP address of your computer, a username, time of extraction and data that the browser of a visitor encloses, are recorded and used for statistical analysis of visits and clicks on the website. Also, we use this to optimize the operation of this website.

We aim to anonymize this data as much as possible. This information will not be disclosed to third parties.

GOOGLE ANALYTICS

We make use of Google Analytics to keep track of how our visitors use our website. The information thus obtained, including the address of your computer (IP address), is transferred to and stored by Google on servers in the US. Please read Google's privacy policy for more information, as well as the specific privacy policy of Google analytics.



Google uses this information to keep track of how our website is used, to provide reports about the website to us and to provide its advertisers with information about the effectiveness of their campaigns. Google may provide this information to third parties if Google is legally obliged to do so, or where such third parties process the information on behalf of Google. This is beyond our control. We did not nor will allow Google to use the obtained analytical information for other Google services.

FACEBOOK, TWITTER AND LINKEDIN

Buttons are included on this website, so users can promote or share pages via the social media networks Facebook, Twitter and LinkedIn. These buttons use a small code that comes from Facebook, Twitter and LinkedIn itself. This code also places a cookie (description above).

You can read the privacy statements of [Facebook](#), [Twitter](#) and [LinkedIn](#), to find out how they use your personal data acquired by this code (these statements may change on a regular basis).

NEWSLETTER

We offer a newsletter to inform interested parties about news regarding expansion of our services and related matters. Your email address will only be added to our list of subscribers with your explicit consent. Each newsletter contains a link, which enables you to unsubscribe easily. Our list of subscribers will never be handed over to third parties. You can read the privacy statements of [Mail Chimp](#), to find out how they use your personal data acquired by this code (these statements may change on a regular basis).

CHANGES TO OUR PRIVACY STATEMENT

We reserve the right to change this privacy statement. Amendments will be published on this website.

