

TBC-Post (Mosaic sprl) Privacy Policy

This privacy policy will explain how TBC-Post uses the personal data we collect from you when you use our website.

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What data do we collect?

TBC-Post collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Purchase history
- Files used to print your mails

How do we collect your data?

You directly provide TBC-Post with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Send a hybrid letter

TBC-Post may also receive your data indirectly from the following sources:

- Payment partner: Mollie B.V. (NL)

How will we use your data?

TBC-Post collects your data so that we can:

- Process your order and manage your account.

When TBC-Post processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

TBC-Post securely stores your data at Zaventem and Antwerp. Your data are encrypted and stored in a secured room protected by keys and biometric access restrictions, Firewalls and password access restriction.

TBC-Post will keep your “Personal identification information” and “Purchase history” up to one year after the last use of our services. Once this time period has expired, we will delete your data by removing them from our servers.

TBC-Post will keep your “Files used to print your mails” until your mail is printed without problem, data remain in the operating system. Files are automatically deleted if no printing problem occurs. Files remain available on the web interface as proof of sending if you don’t delete them. After one year, we will delete your files by removing them from our servers anyway.

Marketing

TBC-Post doesn’t use or collect data for Marketing purpose on this website.

What are your data protection rights?

TBC-Post would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request TBC-Post for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that TBC-Post correct any information you believe is inaccurate. You also have the right to request TBC-Post to complete the information you believe is incomplete.
- The right to erasure – You have the right to request that TBC-Post erase your personal data, under certain conditions.

- The right to restrict processing – You have the right to request that TBC-Post restrict the processing of your personal data, under certain conditions
- The right to object to processing – You have the right to object to TBC-Post’s processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that TBC-Post transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 02/751 85 52

Or write to us:

TBC-Post
Data Protection Department
Leuvensesteenweg 518
1930 Zaventem

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

TBC-Post uses cookies in a range of ways to improve your experience on our website, including:

Keeping you signed in

Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

Functionality – TBC-Post uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The TBC-Post website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

TBC-Post keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 29th May 2019.

How to contact us

If you have any questions about TBC-Post's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: GDPR@tbc-post.com

Call us at: 02/751 85 52

Or write to us:

TBC-Post
Data Protection Department
Leuvensesteenweg 518
1930 Zaventem

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that TBC-Post has not addressed your concern in a satisfactory manner, you may contact the Data Protection Authority Office.

Email: contact@apd-gba.be

Phone: +32 (0)2 274 48 00

Address:

Data Protection Authority
Rue de la Presse 35,
1000 Brussels