



Privacy Policy – Pavão de Vidro

Pavão de Vidro processes personal data in accordance with this privacy statement.

For more information, questions or comments about our privacy policy, you can contact us via:

 www.pavao-de-vidro.be

 info@pavao-de-vidro.be

1. Purposes of Data Processing

Pavão de Vidro collects and processes personal data for customer and order management purposes, such as:

- customer administration
- follow-up of orders and deliveries
- invoicing
- solvency tracking
- customer profiling
- sending marketing messages and personalised promotions (if opted in)

2. Legal Basis for Processing

Personal data is processed based on Article 6.1 of the General Data Protection Regulation (GDPR):

- (a) consent
- (b) necessary for the performance of a contract
- (c) necessary for compliance with a legal obligation
- (f) legitimate interest in conducting business

If processing is based on consent (Art. 6.1 a), the Customer always has the right to withdraw this consent.

3. Sharing with Third Parties

If necessary to achieve the above purposes, personal data may be shared with affiliated companies within the European Economic Area or trusted partners of Pavão de Vidro.

Pavão de Vidro guarantees that these recipients will take the necessary technical and organizational measures to protect personal data.

4. Retention Period

Personal data processed for customer management will be stored for the period necessary to comply with legal obligations (e.g. accounting).

5. Customer Rights

You have the right at any time to:

- access your personal data
- correct inaccurate or incomplete data
- delete your data
- restrict the processing of your data
- object to processing under Articles 6.1(e) or 6.1(f), including profiling
- receive a copy of your data in a structured, commonly used and machine-readable format
- transfer your data to another service provider

To exercise these rights, you may:

- update your customer account settings directly; and/or
- send a written request to info@pavao-de-vidro.be

6. Direct Marketing

You have the right to object at any time, free of charge, to the processing of your personal data for direct marketing purposes.

7. Complaints

If you believe your data has been mishandled, you may file a complaint with the Data Protection Authority (Gegevensbeschermingsautoriteit):

Rue de la Presse 35, 1000 Brussels
commission@privacycommission.be

8. Reviews via WebwinkelKeur

We collect reviews via the WebwinkelKeur platform. If you leave a review, you must provide your name, location and email address. This data is shared with us so we can link the review to your order. WebwinkelKeur also publishes your name and location on their website.

WebwinkelKeur may contact you for clarification. If we invite you to leave a review, your name and email address may be shared with WebwinkelKeur solely for this purpose.

WebwinkelKeur has implemented appropriate technical and organizational measures to

protect your personal data and may use third parties to support their service, under the same protections.

9. Use of Cookies

This website uses cookies to enhance your experience. A cookie is a text file placed on your device when visiting a website.

- 'First-party cookies' are functional cookies used to ensure the site works properly, such as remembering previous settings or pre-filled forms.
- 'Third-party cookies' are set by external services such as Facebook or Google Analytics. These require your prior consent.

You can adjust your browser settings to block cookies, receive a warning when one is set, or delete cookies after your session. Disabling cookies may affect website functionality.

By using this website, you agree to our use of cookies.

10. Google Analytics

This site uses Google Analytics, a service provided by Google Inc. Google Analytics uses cookies to analyze how visitors use the website.

The information generated (including your IP address) is transferred to Google servers in the USA. Google uses this data to evaluate website use, create reports, and provide other services. Your IP address will not be linked to other Google data.

You can refuse the use of cookies by changing your browser settings, but this may impact your user experience.

By using this website, you consent to the processing of data by Google in the manner and for the purposes described above.