

Privacy policy

This privacy policy applies between you, the User of this Website and Ask-Waldo BV, the owner and provider of this Website. Ask-Waldo BV takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

Please read this privacy policy carefully.

Definitions and interpretation

Art. 1. In this privacy policy, the following definitions are used:

Data

This encapsulates all the information you submit via the website of Ask-Waldo (<https://ask-Waldo.com>). This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;

Cookies

A small text field that is placed on your computer when you visit certain parts of this website or when you execute certain actions on this website. The details of the different cookies used by this Website are set out in the clause below (Cookies);

Data Protection Laws

Any applicable law relating to the processing of personal Data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation; In particular we want to state the rights you as user have:

For a complete overview of the rules related to data protection we refer to: <https://gdpr-info.eu/>

GDPR

the General Data Protection Regulation (EU) 2016/679;

Ask-Waldo BV, or us

Ask-Waldo BV, a company incorporated in Belgium with registered number BE 0752863619 whose registered office is at Kerkplein 43, 3212 Pellenberg;

EU Cookie Law

the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;

User or you

any third party that accesses the Website and is not either (i) employed by Ask-Waldo BV and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Ask-Waldo BV and accessing the Website in connection with the provision of such services;

Website

the website that you are currently using, www.ask-waldo.com, and any sub-domains of this site unless expressly excluded by their own terms and conditions.

Art. 2. In this privacy policy, unless the context requires a different interpretation:

- A. the singular includes the plural and vice versa;
- B. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
- C. a reference to a person includes firms, companies, government entities, trusts and partnerships;
- D. "including" is understood to mean "including without limitation";
- E. reference to any statutory provision includes any modification or amendment of it;
- F. the headings and subheadings do not form part of this privacy policy.

Scope of this privacy policy

Art. 3. This privacy policy applies only to the actions of Ask-Waldo BV and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.

Art. 4. For purposes of the applicable Data Protection Laws, Ask-Waldo BV is the "data controller". This means that Ask-Waldo BV determines the purposes for which, and the manner in which, your Data is processed.

Data collected

Art. 5. We may collect the following Data, which includes personal Data, from you:

- A. name;
- B. company name;
- C. contact Information such as email addresses;
- D. IP address (automatically collected);
- E. web browser type and version (automatically collected);
- F. in each case, in accordance with this privacy policy.

How we collect Data

Art. 6. We collect Data in the following ways:

- A. data is given to us by you; and
- B. data is collected automatically.

Data that is given to us by you

Art. 7. Ask-Waldo BV will collect your Data in a number of ways, for example:

- A. when you contact us through the Website, by telephone, post, e-mail or through any other means;
- B. when you enter a competition or promotion through a social media channel;
- C. when you make payments to us, through this Website or otherwise;
- D. when you elect to receive marketing communications from us;

in each case, in accordance with this privacy policy.

Data that is collected automatically

Art. 8. To the extent that you access the Website, we will collect your Data automatically, for example:

- A. we automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.
- B. we will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how we use them on the Website, see the section below, headed "Cookies".

Our use of Data

Art. 9. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:

- A. internal record keeping;
 - B. improvement of our products / services;
 - C. transmission by email of marketing materials that may be of interest to you;
 - D. contact for market research purposes which may be done using email, telephone, fax or mail.
- Such information may be used to customise or update the Website;

in each case, in accordance with this privacy policy.

Art. 10. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below)

Art. 11. For the delivery of direct marketing to you via email, we'll need your consent, whether via an opt-in or soft-opt-in:

- A. Soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.
- B. For other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.
- C. If you are not satisfied with our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed "Your rights" below.

Who we share Data with

Art. 12. We may share your Data with the following groups of people for the following reasons:

- A. our employees, agents and/or professional advisors - to ensure you receive the product you have ordered;
- B. Delivery companies - for the purpose of delivering your order.

in each case, in accordance with this privacy policy.

Keeping Data secure

Art. 13. We will use technical and organisational measures to safeguard your Data, for example:

- A. we store your Data on secure servers.
- B. data transfer from and to your browser is encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology).

Art. 14. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this email address: hello@ask-waldo.com.

Art. 15. If you want detailed information from Safe on Web on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit <https://www.safeonweb.be/en/safe-internet>.

Data retention

Art. 17. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.

Art. 18. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

Art. 19. You have the following rights in relation to your Data:

- A. Right to access - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- B. Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.
- C. Right to erase - the right to request that we delete or remove your Data from our systems.
- D. Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.
- E. Right to data portability - the right to request that we move, copy or transfer your Data.
- F. Right to object - the right to object to our use of your Data including where we use it for our legitimate interests.

Art. 20. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this email address: hello@ask-waldo.com

Art. 21. If you are not satisfied with the way your data is handled or if you want to make a complaint in relation to how your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For Belgium this authority can be found on the following website. <https://www.dataprotectionauthority.be/citizen> . It is important that the Data we hold about you is

accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Transfers outside the European Economic Area

Art. 23. Data which we collect from you may be stored and processed in and transferred to countries outside of the European Economic Area (EEA). For example, this could occur if our servers are located in a country outside the EEA or one of our service providers is situated in a country outside the EEA.

Art. 24. We will only transfer Data outside the EEA where it is compliant with data protection legislation and the means of transfer provides adequate safeguards in relation to your data, eg by way of data transfer agreement, incorporating the current standard contractual clauses adopted by the European Commission, or by signing up to the EU-US Privacy Shield Framework, in the event that the organisation in receipt of the Data is based in the United States of America.

Links to other websites

Art. 26. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

Art. 27. Ask-Waldo BV may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Ask-Waldo BV. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.

Art. 28. We may also disclose Data to a prospective purchaser of our business or any part of it.

Art. 29. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

Cookies

Art. 30. This Website may place and access certain Cookies on your computer. Ask-Waldo BV uses Cookies to improve your experience of using the Website and to improve our range of products. Ask-Waldo BV has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.

Art. 31. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.

Art. 32. Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling Mud Ask-Waldo BV to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

Art. 33. This Website may place the following Cookies:

- A. Type of Cookie
 - a. Purpose
 - i. Strictly necessary cookies
 - ii. These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
 - b. Analytical/performance cookies
 - . They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
 - c. Functionality cookies
 - . These are used to recognise you when you return to our website. This enables us to personalise our content for you..

Art. 34. You can find a list of Cookies that we use in the Cookies Schedule.

Art. 35. You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.

Art. 36. You can choose to delete Cookies at any time; however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.

Art. 37. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

Art. 38. For more information generally on cookies, including how to disable them, please refer to www.aboutcookies.org. You will also find details on how to delete cookies from your computer.

General

Art. 39. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

Art. 40. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.

Art. 41. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

Art. 42. This Agreement will be governed by and interpreted according to the law of Belgium. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the Belgian courts.

Changes to this privacy policy

Art. 43. Ask-Waldo BV reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website

and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations. You may contact Ask-Waldo BV by email at hello@ask-waldo.com.

Attribution

Art. 44. This privacy policy was created using a document from Rocket Lawyer (<https://www.rocketlawyer.co.uk>).

Cookies

Below is a list of the cookies that we use. We have tried to ensure this is complete and up to date, but if you think that we have missed a cookie or there is any discrepancy, please let us know.

Strictly necessary

We use the following strictly necessary cookies:

Description of Cookie

Purpose

- A. tccl_visit - indicates that the site is hosted at Go Daddy
- B. tccl_visitor - indicates that the site is hosted at Go Daddy

Analytical/performance

We use the following analytical/performance cookies:

Description of Cookie

Purpose

- A. _ga - Tracks user data and behaviour for google analytics. We use this to enhance your interaction with the website
- B. _gat - Tracks user data and behaviour for google analytics. We use this to enhance your interaction with the website
- C. _gid - Tracks user data and behaviour for google analytics. We use this to enhance your interaction with the website collect
- D. _cfduid - Cookie associated CloudFlare, used to speed up page load times. According to CloudFlare it is used to override any security restrictions based on the IP address the visitor is coming from. It does not contain any user identification information.
- E.ajs_anonymous_id - This cookie is used for Analytics and helps count how many people visit Ask-Waldo.com by tracking if you have visited before. This cookie has a lifespan of 1 year.