

## **Privacy Policy Ergonomio**

### **1. General**

This privacy statement informs you—as a customer or visitor to our website, <https://www.ergonomio.com>—about what happens to any personal data you provide to us or that we collect and process about you.

This privacy statement applies to all our products and services and all data processing activities we undertake or that are performed on our behalf by external parties. It follows the provisions of the General Data Protection Regulation (GDPR), as enforced in Belgium where we are located.

We are not required to appoint a Data Protection Officer (DPO). By accessing and using our website, you explicitly agree to the following terms and conditions.

For further information, questions, or comments regarding our privacy policy, you can reach us via our general email address: [info@ergonomio.com](mailto:info@ergonomio.com).

### **2. Who Are We and How Can You Contact Us?**

Ergonomio is the trade name of Creato BV, a Belgian company with its headquarters at 3540 Herk-de-Stad, Businesspark Berbroek, Steenweg 3 -701, registered with the Belgian Company Register under number 0479.885.625.

You can contact us regarding any requests about the processing of your personal data via email: [info@ergonomio.com](mailto:info@ergonomio.com).

### **3. Use of “Cookies”**

During a visit to our website, "cookies" may be placed on your computer's hard drive. A cookie is a text file that is stored in the browser of your computer or mobile device when you visit a website. Cookies cannot be used to identify individuals; a cookie can only identify a machine.

Upon your first visit to our website, you will be informed via our cookie wall about which cookies are used and which you can or must accept in order to use our website.

### **4. What Personal Data Do We Process?**

The list below provides a comprehensive overview of the categories of personal data we process. Depending on your relationship with us, some of these categories may not apply to your situation:

- Your personal contact information, such as name, billing and delivery address, email address, phone or mobile number, etc.
- Information you share with us, such as personal preferences.
- Your contact history with us, including emails, chats, and filled-out contact forms on our website.
- Products you purchase from us and your purchase history.
- Your interactions on our website, such as account information, created shopping cart, product reviews, online orders placed, including your IP address.

- Information obtained from external parties, such as financial institutions or payment processors, address brokers, etc.
- Third-party transactions, where another individual conducts a transaction on your behalf, such as a bank transfer or online payment, which may involve us receiving certain personal data about that third party, such as their name.

## 5. **Processing Purposes**

We collect and process your personal data for the following purposes:

- **To execute our agreement or contractual obligations:**
  - To keep you informed about the status of your order and to facilitate delivery or notify you when an order is ready for pickup.
  - To understand your communication with us and your purchase history, enabling us to assist you more effectively.
  - To exchange information with business partners, such as logistics providers for delivering your order.
- **As a legitimate interest:**
  - To gain insight into the use of our website and continuously optimize it.
  - To proactively reach out with potential offers and introduce our products.
  - To effectively manage our business operations.
  - To obtain analytical and statistical insights into our customer base and performance, aiding in further optimization.
  - To understand your opinions and reviews of our products, helping us improve continuously.
  - To keep you informed about new brands or products and general updates regarding Ergonomio, ergonomics, and (office) workspaces.
  - To proactively approach you with potential offers, products, and services.
  - To contact you if you win a prize in one of our promotions.
  - To know your opinions and reviews about our products to help us continuously improve.
- **To comply with legal obligations.**

## 6. **Retention Period**

The retention periods for your personal data vary based on the following criteria:

- As long as you give us consent, for example, for receiving our newsletter.
- As required by legal obligations, such as the retention period for invoices.
- As necessary for contractual obligations, such as to provide services, assistance, or to honor legal or additional warranties.

- As necessary for our business needs, such as to maintain a history of your past purchases and to provide that information to you.

#### **7. Right of Access, Correction, Restriction, Objection, and Data Portability**

You have the right at all times to access your personal data and may correct it if it is incorrect or incomplete or request the restriction of processing.

Moreover, you have the right to obtain a copy of your personal data and request that it be transferred to another company.

To exercise these rights, you are requested to:

- Adjust the settings of your customer account yourself; and/or
- Send an email to the following email address: [info@ergonomio.com](mailto:info@ergonomio.com).

#### **8. Questions**

For any questions or further clarification regarding Ergonomio's privacy policy, you can contact:

Caroline Reynders  
+32 (0)11-597450  
[info@ergonomio.com](mailto:info@ergonomio.com)