

Privacy policy.

Frédéric Caudron attaches great importance to the protection of your personal data and respects your privacy. In this privacy policy, we explain what personal data we collect via this website, why we do so, and how we handle it, in accordance with the General Data Protection Regulation.

1. Person responsible:

The person responsible for the processing of personal data is:

Name: Frédéric Caudron

Website: www.caudron.info

E-mail: fred@caudron.info

Country of establishment: België

2. Personal data we process:

We process only personal data that you provide to us yourself or that is automatically collected when using the website, including:

- Surname and last name
- E-mail
- Phone number (if indicated)

3. Purposes of data processing:

We process your personal data for the following purposes:

- Answering questions from the contact form
- Sending news and updates (if applicable)
- Improving our website and your surfing experience
- Complying with legal obligations (like accountancy)
- Processing and fulfilling orders
- Processing payments
- Shipping the products
- Drawing up and keeping invoices
- Answering questions or service requests
- Improving our service

4. Legal basis for the processing:

The processing of the personal data takes place on the basis of:

- Performance of a contract (your order)
- Legal obligations (statutory record keeping requirements)
- Consent (e.g. for newsletter)
- Legitimate interest (security and optimisation of the webshop))

5. Retention period:

We keep personal data:

- Order and invoice data: at least 7 years (legal obligation)
- Account data: as long as the account is active (if applicable)
- Contact details: as long as necessary for the customer service
- Marketing data: until you withdraw your consent

6. Sharing personal data with third parties:

We share personal data with third parties only if necessary for the provision of our service, including:

- Shipping and logistic partners
- Accounting software or accountant

These parties process personal data exclusively on your behalf and in accordance with the GDPR. Appropriate data processing agreements have been included with these processors.

7. Cookies:

Our website uses:

- Functional cookies (necessary for the shopping cart and checkout)
- Analytical cookies (for improving the webshop)
- Marketing cookies (if applicable and with consent)

During your first visit, we ask for your consent to place non-essentials cookies. You can adjust your cookie settings at any time.

8. Protection of personal data:

We take appropriate and organisational measures to protect your personal data, including:

- SSL-security (HTTPS)
- Limited access to the data
- Regular updates of our website

9. Your rights:

You have the right to:

- Access your personal data
- Have your data deleted or corrected
- Restrict the processing
- Object to the processing
- Have your data transferred (data portability)
- Withdraw your consent

You can submit a request via: **fred@caudron.info**

10. Complaints:

If you have a complaint regarding the processing of your personal data, you can contact us. You also have the right to lodge a complaint with the Data Protection Authority (GBA) in Belgium.

11. Changes:

We reserve the right to modify this privacy policy. The most current version is always available on this website.