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Privacy Policy

Welcome to the website of ACA IT-Solutions NV.

We value your trust and take your privacy seriously! That's why we guarantee confidentiality of all personal data, in accordance to the [GDPR](#) (General Data Protection Regulation).

We can imagine that you are wondering what happens to your personal data. Therefore, we would like to explain to you which data we process, why and how we process them in this policy.

If you have questions about the processing of your personal data, don't hesitate to contact us through info@aca-it.be.

A. WHO ARE WE?

ACA IT-Solutions NV

Herkenrodesingel 8B 2.01

3500 Hasselt

BE 0439.340.516

info@aca-it.be

B. DATA COLLECTION

ACA IT-Solutions NV processes your personal data so you can better use our services. Below you can find an overview of the personal data that we process, if you give permission for this, and for which services this happens.

B.1 Statistics

ACA IT-Solutions uses cookies ([read our entire cookie policy here](#)) to get to know you better when you visit our website. Further, we try to optimize our newsletters by keeping statistics of their use.

The data that we collect, exist of

- data about your activities on our website
- data about your surfing behavior across various websites
- your internet browser and device type

This includes: IP address, browser type, operating system, clicks on hyperlinks, the domain name of the website that sent you to our website and all other information that you choose to share when using third-party websites.

We use these statistics to improve the website and our organizational updates through email and to better tailor our offering to your preferences.

B.2 Contact information

We collect the data that you actively provide during the following activities, if you give permission for it:

- when filling in forms (e.g. contact, downloads, events, ...) on our websites, social media or through Eventbrite
- in correspondence
- during phone calls
- during a business meeting
- when applying to a vacancy through the website

The following data can be collected in our databases:

- First and last name
- Gender
- Address
- Phone number
- Email address
- Company name
- Position
- IP address
- Other personal data that you actively provide, for example by creating a profile on this website, during correspondence or by phone.

For job applications through the online form, we also collect the following data to make the application run smoothly:

- Location
- Available from
- Contact language
- Resume

We need these data to communicate with you correctly, to send downloads and to keep you up-to-date on the status of events for which you subscribed.

B.3 Newsletters - MailChimp

We also collect certain statistics when you read our newsletter.

We use MailChimp for sending digital forms and direct marketing emails, and managing mailing lists. MailChimp sends these through a server in the United States. They secure your data and are part of a certified EU-U.S. Privacy Shield Framework. Your privacy is therefore also respected by them!

You can find the privacy policy of MailChimp [here](#).

C. RETENTION PERIOD OF YOUR DATA?

ACA IT-Solutions NV doesn't keep your personal data longer than is absolutely necessary to realize the goals for which these data were collected.

- People with whom there has already been contact with regard to business purposes and that are already aware of our privacy policy:
 - The data of these contact people will be kept until an opt-out has taken place or until they have asked to be removed from the databases.
 - ACA IT-Solutions NV keeps your personal data until 4 years after you have unsubscribed from our newsletter and other direct marketing updates. This is to map the results of our communication channels on the one hand and to improve our communication based on the market feedback on the other hand.

- People with whom we would like to discuss a business opportunity and that we haven't contacted yet. These are people that we would like to contact by phone, email, video call, LinkedIn emails, ... :
 - These people will be kept in our database for a maximum of 60 days and will be deleted if there hasn't been any business contact or direct marketing consent during those 60 days.

- Job applicants:

The following applies to people that registered for a vacancy:

 - Name, email address, job area of interest and the reason for termination of the application will be kept for 3 years to keep you up-to-date on other interesting vacancies at ACA IT-Solutions NV that fall within your area of expertise.
 - Resumes will be kept for 3 months after the application process.

D. PRIVACY RIGHTS

Everyone has rights with regard to personal data. If you would like to invoke one of those rights, you can best turn to marketing@aca-it.be. We will do our best to process all requests within a month.

You have the right to:

- delete your personal data (removal from our databases)
- access the personal data that we might have on you
- change, complete or delete incorrect data
- stop the processing of your personal data
- limit the processing of your personal data
- object / resist the processing of your personal data

If you don't want to receive any newsletters or organizational updates from ACA IT-Solutions anymore, you can unsubscribe at any time through the unsubscribe section in each email of ACA IT-Solutions.

E. SHARING PERSONAL DATA WITH THIRD PARTIES

ACA IT-Solutions NV doesn't sell your data to third parties and only provides them if this is absolutely necessary for the execution of our agreement with you or to comply to legal obligations.

We make a processing agreement with companies that process your data for us to ensure the same level of security and confidentiality of your data. ACA IT-Solutions NV stays responsible for these processings.

F. PRIVACY AND SECURITY

F.1. We ensure a good security

ACA IT-Solutions NV truly values your privacy. That's why we spend time on and give consideration to the security of our systems and personal data. We also want to be transparent about which data we collect and how we do this.

We won't only keep the collected personal data secure in our databases. Because the processing takes place in Belgium, they are also protected according to the European privacy standards.

G. UPDATE PRIVACY STATEMENT

G.1. Privacy statement update

ACA IT-Solutions has last modified the privacy policy on 20/05/2018 and has the right to change it, if it should be necessary. Within this framework it is recommended to regularly consult the page with our privacy policy. This way, you will have certainly taken note of the modifications.

H. CONTACT US

H.1 Contact

Do you have questions about our privacy statement or the way in which we collect, use or process personal data?

You can always contact us:

- Through email: marketing@aca-it.be
- On the following address:
ACA IT-Solutions NV
Herkenrodesingel 8B 2.01
3500 Hasselt

H.2 Complaints

If you have complaints with regard to the way in which ACA IT-Solutions NV collects and processes personal data, you can file a complaint to the Privacy Committee.
(<https://www.privacycommission.be/en>)