

Privacy policy

This privacy policy is based on the EU Data Protection Regulation 2016/679 (GDPR) and your informed consent. Its purpose is to inform you about the processing of your personal data. This privacy policy applies solely to information collected by this site, although this site may contain links to other external sites. We cannot guarantee that these sites apply the same privacy policy as we do, which is why we recommend that you read the privacy policies of websites that you may visit from this site before submitting your personal data. We reserve the right to modify this privacy policy at any time, with such modifications taking effect immediately. However, each time you use this site, you agree to be bound by the current confidentiality policy. We therefore invite you to reread this page regularly in order to maintain your consent.

Who is responsible for the Site?

The Site is published by the company Ainú holistic therapy, whose registered office is at Lincoln Street 1 - 1180 - Uccle and which is responsible for data processing. If you have any questions or concerns about the collection and processing of your personal data, please contact us at ainuinfo@gmx.com.

What information is collected on this site?

When you visit a website, you remain anonymous. The information collected during your browsing is used to analyse your behaviour on this site and the use you make of it in order to improve your user experience. The other personal data that we collect, such as your surname, first name, postal address, telephone number or e-mail address, are only collected if you agree to provide them to us, for example when you subscribe to our newsletter, as part of the management of your request for a quote/information or if you wish to be contacted again. We undertake to collect only the information that is strictly necessary to process your request. By taking any steps to contact us, you guarantee the accuracy of the personal data you provide.

Why do we collect your personal data?

We collect your personal data in order to: Manage and ensure customer relations (requests for information, quotations, processing requests, communicating commercial offers or newsletters, improving navigation on our site, optimising the development of the Site, personalising services, authenticating data transmitted, preventing security incidents or fraud, etc.). The collection of this personal data is based on both our legal obligations and your consent.

How is your personal data used?

The personal data you provide is processed by our company in its capacity as the Site's data controller. We undertake to respect the strict confidentiality of your personal data and to use it solely for the purposes for which you have agreed to communicate it to us. However, it will not be kept longer than necessary, i.e. for the entire duration of our collaboration plus the statutory limitation period. After that, they will be destroyed. We may transfer it to third-party subcontractors such as our IT service provider or our hosting provider, who may be located inside or outside the European Union. We ensure that these transfers are carried out in compliance with this Policy, within the framework of the standard contractual clauses laid down by the European Commission with regard to our service providers outside the EU and with an equivalent and appropriate level of protection, and within the limit of what is strictly necessary for the performance of their services.

What is the retention period?

The personal data collected and processed by the Site is kept for the time necessary to fulfil the purposes set out above, and within the legal time limits to meet any legal or regulatory obligation or to initiate or respond to any dispute.

How is your data protected?

In our capacity as data controller, we implement appropriate technical and organisational measures, in accordance with the legal obligations in force, to protect your personal data against alteration, accidental or unlawful loss, use, disclosure or unauthorised access, in particular through our general IT security policy, our employees' awareness of confidentiality requirements, the security of our premises and IT tools, and the choice of our partners and subcontractors.

What are your rights?

You have the right not to provide us with any personal data. In this case, you will be able to browse this site, but you will not have access to all of its functions (e.g. subscribing to the newsletter, requesting to be contacted, etc.).

You have the right to access, correct, withdraw and limit the processing of your personal data. You can exercise this right, for example by updating them, asking us to rectify them, add to them, update them, lock them or asking us to remove your information from our mailing list, by contacting us at the following address ainuinfo@gmx.com.

You have the right to lodge a complaint with the compsy if you consider it necessary. In this case, we invite you to consult their website to find out how to do so (<https://www.compsy.be/nl/gdpr>). In advance, we recommend that you contact Ainú holistic therapy to find a solution.

You also have a right to the portability of your personal data. You may, at the same address as above, request that we return to you on a usable medium all the personal data you have provided to us, with a view, for example, to transferring it to a third party.

Finally, you have the right to object to the processing of your data for legitimate reasons, as well as the right to object to this data being used for other purposes. Finally, you have the right to object to the processing of your data for legitimate reasons and the right to object to this data being used for purposes other than those to which you have consented.

You can exercise this right by contacting the data controller at the address given here ainuinfo@gmx.com.

Further questions

If you have any questions about this privacy policy or your personal data, please do not hesitate to contact us at ainuinfo@gmx.com or by post at Lincoln Street 1 - 1180 – Uccle.