

PRIVACY POLICY

This privacy policy applies to the following companies:

- Mondo Spechim SA - NV
- Mondo Spechim Luxembourg SARL
- Mondo NL BV
- R&O Lab SRL

1. Intellectual property rights

Users formally acknowledge that all information and data contained in our www.mondo-spechim.eu, www.mondochemicals.com and www.r&olab.eu websites are protected by intellectual and industrial property rights and remain the property of Mondo Spechim SA et de R&O Lab SRL.

2. Information

Information comes from reliable sources with the aim of providing its users with the best possible information. If errors are identified and communicated, Mondo Spechim / R&O Lab shall endeavour to correct them.

We cannot be held responsible for any errors or omissions in the information provided and made available to users on our websites.

Mondo Spechim / R&O Lab cannot be held responsible for any decisions or actions taken by users based on the information or data provided.

3. Limits of liability

Mondo Spechim / R&O Lab and their suppliers cannot be held responsible for computer or other damage suffered by the user due to a breakdown, maintenance, a technical problem or the fault of a third party or user, as well as in case of events beyond the control of Mondo Spechim / R&O Lab. The above-mentioned circumstances shall in no event give rise to any financial compensation.

4. Hyperlinks

The presence of hyperlinks on our site does not mean that we endorse the content or accept any responsibility for the content or use of the information contained therein.

Users must take the necessary precautions to ensure that they select safe hyperlinks.

5. General terms and conditions of sale

Ordering a product or concept via the site is subject to the terms and conditions of the sales contract in force at Mondo Spechim / R&O Lab

6. Privacy safeguards

Mondo Spechim / R&O Lab take data protection very seriously. You can trust us because we respect your right to privacy and the security of your personal information. All personal data is processed in accordance with the General Data Protection Regulation – the GDPR (Regulation (EU) 2016/679), which came into force on 25 May 2018.

Your personal information is collected and stored for the sole purpose of managing our partnership.

7. Consent

By using information and services offered on our websites, you agree to our privacy policy and the terms contained therein.

8. How do we collect your data?

We may collect your personal data in various ways:

- When initiating contact, e.g. during an appointment, a trade fair, an event, etc. data is encoded in our ERP system.
- When filling out a contact form on our website or after receiving a newsletter: the data you provide is stored in our ERP system.
- When visiting our website: IP address and behaviour
- When submitting an offer, invoicing.

9. What data do we collect and for what purpose?

Personal data	Purposes
Identification and contact data (name, address, phone number, e-mail address or other contact information)	Marketing purposes. For example: newsletters, webinars, phone calls, etc.
Your IP address and website browsing habits	to improve our services and their quality to improve our website.

Your identification and contact information is processed by the administrative department which is responsible for coding orders and

contracts. This makes complete identifying data important, particularly for correct delivery and invoicing.

In the case of electronic direct marketing (newsletters), it is important to target the right person with the right message. Furthermore, you have the right to withdraw your consent at any time. You can do this by e-mail at mondo-spechim@bechems.eu or via our contact form on www.mondo-spechims.eu. Upon receipt of the newsletter, you can also unsubscribe by using the unsubscribe button.

10. With whom do we share your personal data?

Your personal information is only accessible to authorised staff and will only be shared with third parties where necessary to provide a service.

Your personal information will be kept for the duration of our partnership and for as long as required by legal, fiscal and/or social obligations.

11. How do we protect your personal data?

We will take the necessary measures to ensure a sufficient level of security. We will also endeavour to ensure that your personal data is always accurate and up-to-date. We therefore ask you to kindly inform us of any changes to your personal data (e.g. your contact details) or other personal data that you provide as we work together.

12. What are your rights and how can you assert them?

You have the right:

- to be informed and to access your data
- to have personal data corrected
- to have your personal data deleted
- to limit data processing
- to object to the processing of your personal data
- to receive your personal data in a structured, commonly used and machine-readable format and to transfer it (or arrange for it to be transferred) to another controller.

We will promptly update or delete your personal data upon request if the statutory retention period has expired. In such event and/or if you have any questions regarding the privacy policy of Mondo Spechim / R&O Lab, You have the right to lodge a complaint, in case of violation, with the Belgian Privacy Commission or via the European Commission concerning our processing of your personal data.

13. Questions

If you would like more information or if you have any questions about the privacy policy of Mondo Spechim S.A. and more specifically of the website www.mondo-spechim.eu, you can contact us by e-mail. Our e-mail address is privacy@bechems.eu