Privacy statement

Heating Center bvba processes your personal data for the purposes of customer or prospects management. If you, as a prospect, do not want us to do this, send an e-mail notifying us of this to info@heating.be. You have the right to inspect and make corrections to your data, and may do so simply by sending your request, including proof of identification, to Heating Center bvba, Tiensesteenweg 384 – 3000 Leuven, info@heating.be.
Any questions or complaints may be directed to the National Data Protection Authority [Gegevensbeschermingsautoriteit].

General policy regarding the processing of data

HEATING CENTER bvba (hereinafter "HC" or "we") takes your rights regarding data processing seriously. In this document, we explain how we collect, process and use your personal data. It constitutes HC's general policy in the area of data processing.

The responsibility for the processing of the data lies with Heating Center bvba, Tiensesteenweg 384 – 3000 Leuven – KBO BE 0667.539.845.

If you have any questions concerning this statement or our policy, you may contact our Administration Department (info@heating.be) at any time. For questions which constitute more than general inquiries, we may ask you to identify yourself, so that we are sure that we are providing the requested information and data to the right person.

HC collects and processes data about you when you, as a customer, call on us to perform work activities (new construction, renovation etc.) or when you contact us in any other manner. We categorise these activities under the heading "customer management", and they concern, in particular, the execution of the projects that we enter into with you.

If you are a supplier / subcontractor, then we process your data or those of your contact persons in the context of the provision of products or services for the generic purposes of "supplier administration". In that case, it is also possible that we include your data in our work planning together with the data of our own employees.

Furthermore, we process your data, as a customer or as a supplier / subcontractor, for the generation of invoices and other bookkeeping-related documents. This constitutes the purpose referred to as "bookkeeping".

Finally, we may process data related to you because it is or may be important for our activities, for example, in order be able to solicit your advice or services. We describe these activities as "communication" or "public relations".

These data are the data you provide to us and which we need in order to execute the project you have called upon us to perform. These data include your name, address, e-mail address and professional details, such as company name and VAT number, data concerning your family composition and all other data in this regard. Usually, you provide us with these data directly,

but it is also possible that we receive these data from your architect or other parties with whom you collaborate.
The data may also relate to your interest in or plans for a future project.

We may process certain data from suppliers / subcontractors in order to be able to adequately plan our work activities. These data relate to availability and attendance as well as to the type of work to be done.

We process financial data in the context of our bookkeeping.
Data related to your position and activities are processed in the context of communication or public relations.

We collect your data when you or one of our employees completes relevant (paper and/or electronic) forms. This sometimes occurs by way of a face-to-face conversation, by telephone or by an exchange of e-mails.

Normally, we obtain these data directly from you. Sometimes, we may obtain them indirectly. This is the case with data related to the employees of suppliers / subcontractors who are active on our work sites; we obtain this data from the suppliers themselves. In the case of direct marketing, we may also obtain your data from third parties. In these cases, we share the source of your data with you.

When you visit our website, we make use of cookies. We do this, in particular, to adapt the content and the ease-of-use of our website to you, its user, as much as possible. In addition to that, we also process your data in order to fulfil the obligations that ensue from making a website and its content available and to enable you to use the interactive applications and services on this website.

In principle, we collect and process your data on the basis of the contractual relationship that we have with you as a result of your work order and the contract we have concluded with you. This is also the groundwork for the processing of data related to suppliers / subcontractors and for the data processing related to “bookkeeping”.

In cases where the processing is not necessary for the purposes of executing the contractual relationship, such as with direct marketing and communication / public relations, it is based on our legitimate interests as a business, in particular the freedom to conduct business and the freedom of information. In doing so, we consistently ensure that a balance exists between your interests and ours, for example, by granting you the right to object.

Your data is primarily processed internally in the context of customer management, supplier management, work planning, bookkeeping and communication / public relations by the department / manager responsible for these activities. For certain punctual services or commissions, this data may be passed along to processors / suppliers / subcontractors on whom we call to provide services or work activities, although this always remains under our control.

Sometimes we are obligated to pass along data related to you. That is the case, in particular, when we are legally obligated to do so or when governmental agencies who have the right to do so request data from us. In those cases, we verify that the conditions for requesting such data have been met.

In principle, your data is not passed along to third countries or international organisations.

You may at any time inspect the data that we process which is related to you, and, if necessary, you may have us correct it or delete it. To do this, send our Administration Department (info@heating.be) your request and include proof of your identity. We ask this to prevent your data from being shared with anyone who does not have the right to obtain it.

Heating Center reserves the right to change this statement and/or this policy. Users will be notified of any changes via the website.