

Privacy Statement Jetworld

Last updated 25/11/2023

We attach enormous importance to the privacy of our customers and visitors to our website. With this reason, we only process your data in a manner compliant with the General Data Protection Regulation (GDPR).

Identity of the controller

Jetworld BV (hereinafter referred to as "Jetworld"), with registered office in 2018 Antwerp, Cuylytsstraat 13A, registered in the Belgian Legal Entities Register under number BE0760.318.959 is responsible for the processing of your personal data, as reflected in this Privacy Statement.

Jetworld can be contacted via e-mail info@jetworld.be or via a contact form on the website www.jetworld.be.

Specifically with respect to this privacy statement, in addition to the contact information listed above, the following person may also be contacted:

Mr. Hendrik Vanderweyen: hendrik@jetworld.be or +32 (0)497 84 88 50.

Personal data we process

Jetworld processes your personal data because you use our services and/or because you provide your personal data to us yourself.

When you visit our website, we collect the following technical data to continuously monitor and improve our website and our services where necessary:

- Technical information such as device, IP address, browser, geographical location and operating system
- Information regarding surfing behavior (time spent on each page, clicking on links, which pages you visit, how often you visit a page, ...)
- Technical details regarding messages and conversations (date, purpose, agreements, actions)

When you fill out a form on our website, subscribe to a mailing and/or contact us by phone, e-mail, suppliers or social media, we may collect the following information:

- Personal identity information: ID card/passport, name, first name, address, phone number, email
- Personal characteristics: gender, choice of language
- Company information: company, address, phone number, job title, email, billing information
- Information regarding the request, assignment

Special and/or sensitive personal data we process

Our website and/or service does not intend to collect data about website visitors who are under 16 years of age. Unless they have permission from parents or guardian. However, we cannot verify whether a visitor is older than 16. Therefore, we encourage parents to be involved in their children's online activities to avoid collecting data about children without parental consent. If you believe that we have collected personal information about a minor without such consent, please contact us at info@jetworld.be and we will delete this information.

For what purpose and on what basis we process personal data

Jetworld processes your personal data for the following purposes:

- Handling your payment
- Sending our newsletter and/or advertising folder
- Calling or e-mailing you if necessary to carry out our services
- Informing you about changes in our services and products
- Solicit your feedback on our services and cooperation
- Give you the opportunity to create an account
- To deliver goods and services to you
- Jetworld analyzes your behavior on the website to improve the website and the range of products and services to match your preferences.

In addition, we process your data to comply with legal obligations or to respond to inquiries from authorized law enforcement, government agencies, court or competent data protection authorities.

If Jetworld uses your personal data for the purpose of direct marketing, you always have the right to oppose this through a simple request (possibility to "unsubscribe").

If your personal data are processed on the basis of your free consent, you always have the right to withdraw such consent at any time. This can be done via a simple request addressed to Jetworld via the contact details mentioned in this privacy statement under 'Identity of the controller'.

Automated decision-making

Jetworld does not make any decisions about matters that could (significantly) affect individuals on the basis of automated processing. These are decisions made by computer programs or systems, without a human being (e.g. an employee of Jetworld) sitting between them.

How long we keep personal data

Jetworld will not retain your personal data longer than strictly necessary to realize the purposes for which your data are collected, unless a longer retention period is required or justified for compliance with a statute of limitations or expiration provided by law or other legal obligation.

Sharing personal data with third parties

Jetworld does not sell your data to third parties and only provides them if necessary for the performance of our agreement with you or to comply with a legal obligation.

With companies that process your data on our behalf, we enter into a processor agreement to ensure the same level of security and confidentiality of your data.

Mapping website visits - the use of cookies

Jetworld uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit this website. Jetworld uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferences are remembered. These cookies are also used to make the website work properly and to optimize it. In addition, we place cookies that track your browsing behavior so that we can offer tailored content and advertisements.

At the beginning of your visit to our website, you have the option to accept or reject cookies. If you want to manage your cookie settings afterwards, you can do so through the browser settings of your respective browser (Chrome, Firefox, Internet Explorer, Safari, ...). In addition, you can also delete all information previously stored via the settings of your browser.

Google Analytics

Jetworld uses Google Analytics to track how users use the website and how effective Jetworld's Adwords ads are on Google search result pages.

The information thus obtained, including the address of your computer (IP address), is transmitted to and stored by Google on servers in the United States. Please read Google's privacy policy (including the provisions regarding Google Analytics) for more information. Google uses this information to track how our website is used, to provide reports about the website to Jetworld and to provide its advertisers with information about the effectiveness of their campaigns. Google may provide this information to third parties if Google is legally required to do so, or to the extent that such third parties process the information on Google's behalf. Jetworld has no influence on this. Jetworld has not given Google permission to use Analytics information obtained through Jetworld for other Google services.

Data view, modify or delete

You have the right to view, correct or delete your personal data at any time. In addition, you have the right to withdraw your possible consent to data processing or object to the processing of your personal data by Jetworld and you have the right to data portability. This means that you can submit a request to us to send your personal data we have in a computer file to you or another organization named by you.

You can, in principle, exercise these rights free of charge. To do so, you must send a request to info@jetworld.be accompanied by a copy of your identity card to prevent any unauthorized disclosure of your personal data. Jetworld will respond to your request as soon as possible, at the latest within four weeks.

Security of Personal Data

Jetworld takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized modification.

We have taken appropriate technical and organizational measures to protect your personal data from unlawful processing, for example, we have taken the following measures;

- Handling your payment;
- Sending our newsletter and/or advertising folder;
- All persons who have access to your personal data on behalf of Jetworld are bound to secrecy;
- We maintain a username and password policy on all our systems;
- We anonymize and ensure the encryption of personal data when appropriate;
- We make backups of personal data in order to restore it in case of physical or technical incidents;
- We regularly test and evaluate our measures;
- Our employees are informed about the importance of protecting personal data;
- Jetworld's website uses a reliable SSL Certificate to ensure that your personal information does not fall into the wrong hands.

Complaints

If you have a complaint about the processing of your personal data, please contact us immediately. If you have the impression that your data are not properly secured or that there are indications of abuse, or if you would like more information about the security of personal data collected by Jetworld, please contact Jetworld via the contact details listed under 'Identity of the controller'. Jetworld will make the necessary efforts to provide an answer.

In addition, you always have the right to lodge a complaint with the Data Protection Authority, which is the supervisory authority in the field of data protection that you can contact via the details below:

Data Protection Authority
Drukpersstraat 35
1000 BRUSSEL
Tel: +32 (0)2 274 48 00
Fax: +32 (0)2 274 48 35
E-mail: contact@apd-gba.be
www.gegevensbeschermingsautoriteit.be

Stay tuned for updates

Jetworld may amend this Privacy Statement from time to time, for example in response to market developments, new processing activities and reactions from data subjects. We therefore invite you to always consult the latest version of this policy on our website. When we disclose changes to this statement, we will change the date of the "last update" to the privacy statement.