

Privacy Notice

We make it a matter of pride to respect the privacy of our clients, suppliers and third parties and to treat their personal data in the strictest confidentiality and in accordance with the legislation in force. This Privacy Notice explains how we process any personal data relating to you, such as your name, address, etc. (“Personal Data”).

Who is responsible for processing your data?

Maestria Office is the controller of your personal data.

Operating address:

Avenue des Citrinelles 53 à 1160 Bruxelles - Belgium

Company N°: Be 0428-927-070

You can contact the controller at the following email address:

contact@maestria.be

What Personal Data do we collect from you ?

The Personal Data collected by Maestria Office sa includes name, e-mail address, telephone/mobile, job, function, speciality, language and gender.

In addition to Personal Data collected directly from you, we collect and obtain Personal Data from third parties such as suppliers and customers in the case of new lead or prospect.

Where do we store and why do we collect your Personal Data ?

Your Personal Data will be stored in our Customer Relationship Management system and/or in our Content Management System.

We collect your data mainly for contractual purposes, to provide information about our products, send our newsletters, process your orders, improve our services and, more generally, to easily communicate with each other.

How long do we store your Personal Data ?

We keep your data for the time necessary to accomplish the objectives stated above.

Maestria Office sa, instead of destroying or erasing your Personal Data, make it anonymous such that it cannot be associated with you.

What are your rights and how exercise them ?

You may, at any time, request to verify, access, rectify, delete, transfer and object to the use of your data, as well as request the limitation of such use of your data. To do so, simply send us an email at the following address: contact@maestria.be. We will then make every possible effort to take the necessary actions as soon as possible.

You may also send us an email at contact@maestria.be if you no longer wish to receive information about

Maestria Office products and events. We will then restrict our processing of your Personal Data.

Please note however, that an erasure of your Personal Data or a restriction of our processing of your Personal Data means that we will not be able anymore to provide our services to you, wholly or partially.

Who has access to your Personal Data and to whom are they communicated ?

Your Personal Data will be used by Maestria Office, its suppliers and subcontractors. They only have access to it to the extent necessary for processing your orders and/or for fulfilling the objectives pursued (see 'Why and where do we collect your Personal Data?'). Each of them is subject to a strict obligation of confidentiality.

Maestria Office may also share your Personal Data with:

- third parties, when required by law.
- supplier(s) engaged or contracted by Maestria Office and providing services to Maestria Office, but in this case only to the extent necessary for such supplier(s) to provide their services to Maestria Office.

What information do we collect and obtain from third parties ?

Maestria Office only obtains and collects Personal Data from third parties such as suppliers and customers in the case of new lead or prospect. In this case, you will receive a first contact email or call from us to inform about our services.

What if you have a complaint ?

Lengthy trials do not benefit anyone. In the event of a dispute, we commit to give priority to dialogue and openness in search of an amicable solution.

Please note however, that you have the right to lodge a complaint with the national supervisory authority.
