

Terms & Conditions.

UPDATED ON 08 JUNE 2022

When you use our services, you entrust us with your data. Team Cyclis has a privacy policy in place, which helps you understand which data we collect, why we do so and what we do with these data.

You can contact us for privacy-related matters at privacy@cyclis.be

What kind of information do we collect about you?

Exactly what kind of information we register on our website depends on how you use our website.

- If you are not a customer of ours and only visit the public part of the site, we only keep the following data about you on record: the pages you visit, your IP address and the type of browser and computer you are using. For example: a Telenet customer visited the website using the Chrome browser on a mobile device. Another visitor was a KPN Nederland customer who was using the Firefox browser on Windows 10.
- If your employer is a customer of ours, we also keep your contact, billing and (in the case of an order) delivery details on file for this purpose. This information is typically provided to us by your employer's HR department or this is information you enter yourself in the various screens on our website.
- In addition, the website uses cookies that allow us to recognise you on your next visit. These are small text files that are stored on your device and that your browser sends with each visit. This includes information such as your preferred language or a unique visitor number that is automatically assigned to you.

Who collects this information about you?

We, that is to say Team Cyclis NV. Our registered office is at 34 Nieuwe Dijk in 3920 Lommel, Belgium. Our KBO number is 0544.515.042 (*KBO being the Central Belgian Cross-Reference Database for Businesses*). For privacy-related matters, the easiest way to reach us is by e-mail at privacy@cyclis.be

To insure our bicycle lease contracts, we call on the services of Belfius Insurance. All information relating to the processing of your personal data, the purposes of the processing and exercising your rights in this context are set out in the Belfius Insurance NV Privacy Charter. This charter is available to be consulted at www.belfius.be/privacycharter.

How do we collect this information?

We typically receive your professional contact details from your employer when they sign up as a Cyclis customer. The information required to create your account is provided directly by you. By filling in these forms, you give us permission to collect these data. And it is our browser that sends us the data on which browser and which type of device you are using, along with the 'cookies'. The IP address is provided by your computer itself.

Why do we collect this information and how do we use it?

For the web application itself, we need this information to enable us to create your account, provide you with correct quotes and subsequently raise correct invoices. Obviously, we want to be able to contact our customers if there is something wrong with their account or to provide support.

In addition, we use certain information (browser, unique identifier, number of times a web page is visited) to improve our site or to properly analyse possible problems.

The cookies are used to deliver optimum site functionality, which includes keeping you logged in or displaying the site in your chosen language. For one thing, the information about your page visits helps us to improve the site and, for another, this information helps us to analyse and solve possible problems with the web application.

How long do we retain data about you?

We do not store data for any longer than necessary. For website visitors this is 5 years. We retain customer account data for as long as we are required to do so by law.

Who do we share this information with?

We use most of the information ourselves and do not share this with anyone. The visitor analysis on the public website is performed by an outside company. They are provided with your IP address, the identification data sent by your browser, an identifier cookie and the pages you visit on our site.

What rights do I have?

The GDPR puts you as an individual at the centre, and gives you a number of rights. For instance, you have the right to access the data we hold on you and you can have incorrect data rectified. In addition, you may ask us to delete data and you may object to having your data transferred to third parties. If you wish to exercise any of these rights, please contact us by e-mail (privacy@cyclis.be) or by letter.

You can delete the 'cookies' that identify you through your browser settings. You can also set your browser not to use cookies at all. In that case, however, it may be that some parts of the website or the application may not work properly.

Also, you should know that your right to be forgotten does not take precedence over certain legal or contractual obligations. For instance, we need to be able to contact our customers at any time, and we need to comply with Belgian accounting requirements. If you believe your rights have been violated, you are free to enter a complaint with a supervisory authority. For Belgium, this is the Data Protection Authority, which can be reached by e-mail at contact@apd-gba.be.