Privacy Policy J Penen & Co NV

Last updated 08/07/2026

This Privacy Policy governs the processing of your personal data by:

Penen Drilling System NV **info@penen.be**
BE 0404 980 740 **www.penen.be**
Nijverheidsstraat 5 , 2390 Malle, België

What is personal data?

Personal data is any piece of information that allows us to identify you or make you identifiable. This includes, for example, your name and contact details, your date of birth, photos, your email or phone number, your login and password, or any other data that is or can be linked to you, such as your behavior on our website, your preferences, your location data, or the IP address of your internet connection.

According to the EU's General Data Protection Regulation (GDPR), we may only process this data under very strict conditions and as a visitor to our website, you have the right to know how we do this.

Please read this Privacy Policy carefully. We explain how we process your personal data and what cookies we use. By sharing your personal data on our website, contacting us by email or phone, or submitting a question/complaint, you confirm that you have read and understood this Privacy Statement.

What data about you do we process?

We proces the following personal data in the context of its activities:

When you contact us via the contact form on our website
When you contact us via the contact form on our website, we process your contact information and the content of your message or question with the sole purpose of providing you with a response to your message or question and thus fulfilling our commitment to you. We do not store your data for longer than 2 years and only use it for responding to your message. We generally ask for the following information: name, address, phone number, email address, reason for contact, and a description of your question. If necessary, we may ask you to provide or upload additional information, solely for the purpose of categorizing and answering your question as accurately as possible.

When you, as a customer, place an order on our website
When you place an order on our website, we process your contact details. We do this to deliver the products you ordered and to process the billing, in accordance with the execution of the agreement you requested. We keep your contact details for up to 2 years after your last order. Billing data is stored for a period of 10 years.

If you subscribe to our newsletter
We regularly send out newsletters, emails, and other communications. We do this automatically for our existing customers, while for anyone who voluntarily subscribes to our newsletter, we do so based on your explicit consent. In any case, you can always unsubscribe using the link at the bottom of our emails. In this context, we process your first name and email address, along with analytics about the success of our mailings. We store this data in our mailing database for 2 years after your last interaction with us.

Processing of supplier data
If you are a supplier, we process your supplier data. This typically includes your company information, the contact details of your relevant staff members, and financial and billing data. This data is provided by you as a

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supplier and is processed as part of the execution of our agreement. We store this data for a period of 10 years in accordance with our accounting obligations.

Customer Quotes and Testimonials

If you give us your consent, we will process your data to place customer quotes or testimonials on our website. For this, we use your first name, last name, job title, the quote, and your photo. This data may be published on our website and on our social media channels such as Facebook, LinkedIn, and Instagram. You can ask us at any time to remove this data from our website and channels.

When you apply for a job

When you apply for a job with us, whether through our website, email, phone, or another job site, we process your personal and application data. We do this for the sole purpose of managing our recruitment process. The data we process for this includes your contact information, your CV, your cover letter, and any other data you choose to provide. When you voluntarily provide sensitive data, you give us permission to process it. Your application data will not be stored for longer than 24 months, unless we would like to include you in our recruitment reserve. In that case, we will explicitly ask for your consent.

If you book an appointment or meeting via our website

If you book an appointment or meeting with us, we process your contact information, the content of your inquiry, and any information you voluntarily provide when making your appointment or meeting. Your data is used solely for this appointment or meeting and to prepare for our conversation. This data is only shared internally if we open a file for you. If you do not become a client, we will not store this data for longer than 24 months. We use this data based on our legitimate interest to ensure we provide you with a better service.

If you contact our customer care

We may also process your personal data in the context of our customer care. This happens, for example, when you submit complaints or compliments to us via our website, email, letter, or phone, or when we conduct customer satisfaction surveys.

In these cases, depending on the specific situation, we process your name, salutation, email address, phone number, whether or not you are a customer, the content of your complaint or compliment, your answers to our satisfaction survey, your address and other necessary information. The data we process in this context may vary, but we always ensure that we do not process more data than is strictly necessary for each specific situation.

We obtain the personal data you share with us in this context directly from you. We use it exclusively for the purpose of handling your complaint or compliment or for our customer satisfaction efforts. This is based on our legitimate interest to work on customer satisfaction and the quality of our services.

After your complaint or compliment has been handled, or after we have processed your responses to our customer satisfaction surveys, we will store your data for an additional 24 months.

Our social media and online marketing

We naturally also uses social media accounts. You can find us, for example, on Facebook, Instagram, TikTok, Messenger, LinkedIn, Google, and Youtube . When you visit our social media channels, it is important to know that you are first and foremost sharing personal data with the company that owns the social media platform in question. This happens outside of our control and responsibility. If you want to know how social media platforms handle your data, we recommend that you carefully read the privacy policy of each social media platform.

When you interact with us on our social media, you also share personal data with us. You do this on your own initiative, and we have a legitimate interest to process this data in the context of our contact with you. The exact data we process is entirely up to you. You may potentially share with us, for example, your profile name or username, your real name, photo, address details, and any substantive question you ask us or comment you leave.

With whom do we share your personal data?

We do not transfer your personal data to third parties for commercial reasons.

We naturally can share your data with service providers we need to use for the proper functioning of our website, our administration, IT, and accounting. An up-to-date list of the external processors with whom personal data is shared is available upon request via e-mail. We carefully select these processors to guarantee your privacy and we enter into a written agreement with each of them, in which they guarantee that they will respect all applicable data protection legislation. When possible, we choose European suppliers, but if we need to use non-European third parties, we ensure that your data is as safe outside Europe as it is here in Europe. For example, we enter into Standard Contractual Clauses with these partners where necessary and provide additional safeguards.

In the event of internal reorganizations or transfers of our business activities, we may pass on your data to other companies that can then guarantee the continuity of our services. In such cases, we try to inform you in advance, but you understand that this is not technically or commercially feasible under all circumstances.

In rare cases, we may be obligated to disclose personal data based on a court order or to comply with other mandatory laws or regulations. We will try to inform you to the best of our ability beforehand, unless we are legally unable to do so.

If necessary, we share your data with our subsidiaries or partners.

What are your rights regarding your personal data?

As a data subject, you have the following rights, provided that the conditions stated in the GDPR are met:

- You have the right to access your personal data at any time, free of charge, to learn about how we use it, or to request a copy of it.
- You also have the right to request the rectification or (in some cases) erasure of your data.
- In a number of cases listed in the GDPR, you can also request to restrict the processing of your personal data.
- You have the right to object to the processing of your personal data if you have serious and legitimate reasons that override our need to process your data, or to withdraw a previously given consent. You also always have the right to object to the use of personal data for direct marketing purposes, even without providing a reason.
- You have the right to request your personal data in a digital and readable format and/or to have it transferred to another service provider of your choice.

In any case, if we have not provided an adequate response to a request based on one of the rights mentioned above within 30 days, you have the right to file a complaint with the Belgian Data Protection Authority.

GBA / APD
Drukpersstraat 35
1000 Brussels
Tel: +32 (0)2 274 48 00
contact@apd-gba.be

You can also seek recourse with the civil court to claim compensation for damages.

How do we secure your personal data?

We have taken appropriate technical and organizational security measures to guarantee the security of your personal data. For example, our servers and software tools are secured with a username and password, there are access restrictions, and where possible, multi-factor authentication is applied as an extra layer of security. We apply encryption where possible, both during storage and data transfer.

Under no circumstances we can be held liable for any direct or indirect damage resulting from an incorrect or unlawful use of the personal data by a third party.

Cookies

When you visit our website, we only place strictly necessary cookies. These cookies may process personal data, such as your IP address or other identifiers linked to your browsing session. We use this data solely for the purely technical operation of our website. We do not use other cookies or online trackers without your prior, free, informed, and explicit consent.

If you discover that other cookies are being placed via our website, we kindly ask you to notify us immediately so that we can make the necessary adjustments.

If you have any further questions or comments about the processing of your personal data, please contact us by email.