

Privacy Policy

At Hermès Lines, we place a lot of importance on respecting your privacy, which is why we treat your personal data with the utmost care. As new rules on the protection of personal data come into force on 25 May 2018, we invite you to read our privacy policy to learn about its most important aspects and your rights.

1. Information gathering

We collect information when you contact us through the online form. The information collected includes your request, your name, your email address, and your telephone number.

In addition, we automatically receive and store information from your computer and browser, including your IP address, software and hardware, and the page you requested.

2. Use of information

Any information we collect from you may be used for:

- Customising your experience and meeting your particular needs
- Providing personalised advertising content
- Improving our website
- Improving customer service and your support level
- Contacting you by email
- Running a competition, promotion, or survey

3. Confidentiality of online commerce

We are the only owners of the information collected on this website. Your personal information will not be sold, exchanged, transferred, or given to another company for any reason without your consent, beyond what is necessary to respond to a request and/or transaction.

4. Third-party disclosure

We do not sell, trade, or transfer your personally identifiable information to third parties. This does not include trusted third parties who help us operate our website or conduct our business, as long as these parties agree to keep this information confidential.

We believe that it is necessary to share information in order to investigate, prevent or take action against illegal activities, alleged fraud, situations involving potential threats to the physical security of any person, violations of our terms and conditions of use, or when the

law compels us to do so.

Non-private information, however, may be provided to other parties for marketing, advertising, or other uses.

5. Protection of information

We implement a variety of security measures to safeguard the security of your personal information. We use state-of-the-art encryption to protect sensitive information transmitted online. We also protect your information offline. Only employees who need to do specific work (for example, invoicing or customer service) have access to personally identifiable information. Computers and servers used to store personally identifiable information are kept in a secure environment.

Do we use cookies?

Yes. Our cookies improve access to our website and identify regular visitors. In addition, our cookies improve the user experience by tracking and targeting their interests. However, this use of cookies is in no way linked to personally identifiable information on our site.

Two cookies are used on hermes-lines.be:

- A language cookie that directs the returning visitor to the language corresponding to the browser or chosen by the visitor,
- A cookie linked to Google Analytics, to track visits to the website for statistical purposes.

6. Unsubscribe

We use the email address you provide to send you information and updates about your request, company news on an occasional basis, and so on. If at any time you wish to unsubscribe and not to receive further emails, detailed unsubscribe instructions are included at the bottom of each email.

7. Consent

By using our website, you consent to our privacy policy.