

Last updated: 25 February 2020

We respect your privacy and your rights to control your personal data.

Our principle guidelines are simple. We will be clear about the data we collect and why. Your data is protected by us. We do not and will not sell your data to third parties.

The prime purpose of collecting your data is to be able to deliver the products and services you ordered and the inform you about similar or related products or services.

This Privacy Statement (the 'Statement') explains the personal information we collect from you, either directly or indirectly, and how we use it. Personal information is any information that can be used to identify you or that we can link to you. The Statement also covers the choices you can make about the data we collect, and how you can control these decisions.

It applies to all products offered by Intersentia ('Intersentia product(s)'). It also applies to any Intersentia-controlled websites, as well as other offline interactions, such as ordering by regular mail or fax or by attending a conference organised by Intersentia (collectively referred to as, 'Services'). Please read this Statement carefully to understand how Intersentia may collect, use and share your personal information. The terms 'we', 'us', or 'Intersentia' are each intended as reference to Intersentia nv.

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Preliminary advice

The data controller is Intersentia, a business unit of Lefebvre Sarrut Belgium nv, registered under company number 458,376,171, with registered office at 2640 Mortsel, Groenstraat 31. As far as the 'customer management' and 'prospect management (direct marketing)' processing operations are concerned, Intersentia shares the responsibility jointly with Lefebvre Sarrut Belgium, registered under company number 436,181,878, with registered office at 1000 Brussels, 139 rue Haute - box 6.

In so far as Intersentia shares customer management and prospect management (direct marketing) with Lefebvre Sarrut Belgium, the data of customers and prospects are processed and exchanged between the two entities, in particular with a view to synchronising existing subscriptions and coordinating the various marketing actions. If you do not wish this, you may object to this exchange of your data with Intersentia (see below).

In certain cases, Intersentia also processes data it obtains from third parties with the intention of sending you interesting offers. In that case you will be informed about the source from which we obtained the data. In the case of electronic contact details (e-mail addresses), we will ask you, where necessary, as we do for prospective customers who do not have any customer relationship with Intersentia or any of Lefebvre Sarrut Belgium's (other) business units, your prior consent to send you commercial or advertising messages.

Your data will be processed mainly internally by Intersentia and, where applicable, jointly with Lefebvre Sarrut Belgium. It is possible that for certain specific services we use third parties who process the data for us, the so-called processors. It is then possible that your data will be sent to these processors, but only for the service concerned and always under the control of Intersentia, if necessary together with Lefebvre Sarrut Belgium.

On the basis of the data protection regulation, you can object at any time to the use of your data by Intersentia and/or Lefebvre Sarrut Belgium for direct marketing purposes. If you do not wish to be kept informed about the offers of Intersentia and/or Lefebvre Sarrut Belgium, please contact our customer service. You can indicate whether your objection relates to Intersentia or Lefebvre Sarrut Belgium or to both publishers.

The Types of Personal Information We Collect

Information you provide to us

We collect information you voluntarily provide to us, such as your name, phone number and email address; for instance, when you want to learn more about Intersentia Products and Services or when you contact our Customer Service or helpdesk for assistance with your Intersentia Products.

Information we collect automatically

We automatically collect information about you, such as Functional Data and Additional Usage Data about your use of your Intersentia Product or Service, information collected by using cookies and similar technologies when you use, access or interact with us via our websites. We may, for example, collect information about the type of device you use to access our websites, the operating system and version, your IP address, your general geographic location as indicated by your IP address, your browser type, the webpages you view on our websites, and whether and how you interact with content available on our websites.

Information obtained from other sources

We may receive information about you from other sources, including third parties, such as subscription services and partners with whom we offer co-branded services or engage in joint marketing activities. We may also receive information about you from social media platforms, for instance, when you interact with us on those platforms. We protect data obtained from third parties according to the practices described in this Statement and we also apply any additional restrictions imposed by the source of data.

Information of children

Intersentia does not target and is not intended to attract children under sixteen. Although visitors of all ages may navigate through our websites, we do not knowingly collect or request personal information from those under the age of sixteen without parental consent. If, following a notification by a parent or guardian or discovery by other means, a child under sixteen has been improperly registered on our site by using false information, we will cancel the child's account and delete the child's personal information from our records.

Customer Interactions with Intersentia

To make the information in this Statement easy to understand, we have highlighted different occasions on which Intersentia could potentially collect personal information from customers. The customer interactions with Intersentia are broken down into the following segments:

Looking for information about Intersentia

As you gather more information about Intersentia, you may virtually or physically visit a site that we own. Examples include browsing our website, calling our in-house sales representatives, customer service or helpdesk, physically visiting our offices or attending events organised by Intersentia. To learn more about Intersentia Products, you may voluntarily provide personal information, such as your name and email address during these interactions. We may also collect information about you online via cookies or similar technologies when you visit our websites.

We collect: name, email address, IP address, and information provided by cookies or similar technology.

Why: We use this information to share news about products and services offered by Intersentia. Additionally, the IP address helps us to understand geographic information about our websites' visitors better so that we can improve our websites for everyone. It is our legitimate interest to process your personal data for these purposes.

Buying Intersentia Products or Services

Once you have decided to buy an Intersentia Product or Service, we offer a way for customers to buy directly from us at www.Intersentia.be, www.intersentia.com, www.intersentia.co.uk, www.firstsoftware.be, www.rw.be, the individual websites of our journals and online products or in our office or at (book)stands at events. When you buy from us, you will be asked to provide information so that we can complete your purchase.

We collect: your name, phone number, email address, delivery/shipping address, invoicing address, payment information, your function or occupation (optional), VAT number, and the subject areas of the products or services you ordered.

Why: We use this information to complete your transaction, follow up with you about your purchase, help with any delivery issues, handle returns, and other issues related to the purchase of your Intersentia Products. Processing your personal data for this purpose is necessary for the performance of the agreement we have with you. Please note, we do not store any payment or credit card information. We only use payment information in connection with the purchase of Intersentia Products.

We collect the subject areas of the products or services you purchased and your function or profession in order to be able to inform you specifically about other products or services in the same subject areas or which are relevant in your profession. It is our legitimate interest to process your personal data for these purposes.

Using Intersentia Products

There are two main reasons we collect information from your Intersentia Products: (1) to offer you the products and services you ordered, which is necessary for the performance of the agreement we have with you, and (2) to make your Intersentia Products better over time which is our legitimate interest.

Using Intersentia Products may involve that you connect to other software.

Functional Data

This data is absolutely necessary for your Intersentia Product to perform its basic functions in a secure way and you will not be able to opt out from this data collection, sharing and/or processing if you want to continue to use your Intersentia Products.

We collect:

Registration data. This data includes name, address, function and company, telephone- and/or fax number, email address, VAT number, location, language preference, Product serial number, IP address, and Intersentia or product account login information and licence code.

System data. This data includes things like Product type, controller device type, controller operating system, software version, browser version & -type, network environment, name of other services which you have added or connected to your Intersentia product or browser and error codes.

Why we collect Functional Data

We collect this information to help ensure that your Intersentia Products are working properly, to provide you with customer support and to honour your preferences which is necessary for the performance of the agreement we have with you. We also collect this information to guide product improvement and customer support decisions which is our legitimate interest.

Additional Usage Data:

In order to improve your experience with Intersentia Products or Services and to offer better Intersentia Products and Services that meet the needs and expectations of our customers, we collect the following Additional Usage Data.

We collect:

Performance Information. This includes things like log files, error notifications, analytical information...

Activity Information such as log in actions, visited pages or actions in the application

Why: We collect this information so that we can help ensure Intersentia Products are functioning properly, to determine what types of Product or feature improvements would please our customers



most and to help predict potential problems with Intersentia Products. Collecting this data is our legitimate interest to help you with issues you may experience.

Getting Help from Intersentia

You may decide to contact our Customer Care Service or helpdesk for assistance with your Intersentia Products. To be able to offer you the best service possible, we may collect certain data from you or your Intersentia Products.

We collect: contact information, such as your name, email address, address, phone number, social media identifiers (if you contact us using a social media channel), and the content of your chats and other communications with Intersentia Customer Care. In certain situations, it is useful for the Customer Care team to have a 'Diagnostic' of your Intersentia system. This is essentially a technical system snapshot of all relevant information leading up to the incident and includes information such as screenshots or video recordings (via Teamviewer or gotoassist). Collecting the above described information is necessary to provide customer support. You will be informed in advance before we make a snapshot. We do not capture snapshots without telling you first and without your prior consent.

Why: We collect this information to give you the best and most efficient customer support possible. For instance, for customer inquiries and technical questions, we use contact information to respond to the customer in their preferred channel (phone, email, social). For technical problems, we use system diagnostic data to effectively troubleshoot the issue. For product returns and/or exchanges, we use contact information to ensure successful product receipt and/or delivery. Using these types of your data is necessary to fulfil the agreement we have with you.

How We Use Personal Information

InterSentia uses the data we collect to provide you with the InterSentia Products and Services we offer, which includes using data to improve and personalize your experiences. We also use the data to communicate with you, for example, informing you about your account, new InterSentia Products or Services available, security and other types of updates.

InterSentia uses the data for the following purposes:

- Providing our Product Experience
- Customer Support
- Product Improvement
- Security, Safety, and Dispute Resolution
- Business Operations
- Communication, Marketing and Advertising

Providing our Product Experience

We use data to provide, operate, support and improve the InterSentia Products and Services we offer. This processing is necessary for the performance of our agreement we have with you.

Customer Support

We use data to respond to customer inquiries, diagnose Product problems and provide other customer care and support services. This processing is necessary for the performance of our agreement we have with you, as well as to serve our legitimate interest.

Product Improvement

We continually use data for research purposes and to develop and improve our InterSentia Products and Services, including maintaining and improving the performance of our InterSentia Products and Services, developing and adding new features or capabilities, such as using error reports to improve security features, using search queries and clicks to improve the relevance of search results and using usage data to determine what new features to prioritize. This processing is necessary to serve our legitimate interest.

Security, Safety and Dispute Resolution

We use data to protect the security and safety of our InterSentia Products and our customers, to detect and prevent fraud, to resolve disputes and enforce our agreements. This processing is necessary to serve our legitimate interest.



Business Operations

We use data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business. This processing is necessary to serve our legitimate interest.

Communication, Marketing and Advertising

We use the data we collect to deliver and personalize our communications with you. For example, we may contact you by email or other means of electronic communication to inform you about new Intersentia Products or Services and security or software updates, to update you on a support issue or to invite you to take part in a survey. This processing is necessary to serve our legitimate interest. We also use cookies and similar technologies to provide the most relevant Intersentia advertising to you. For information about managing email subscriptions and promotional communications, please visit [Your Rights and Choices](#).

To give you a better understanding of the personal information we collect and use in different occasions you may interact with Intersentia, please see the sections below.

How We May Share Personal Information

Intersentia does not and will not sell personal information about our customers. We only disclose your data as described in this Statement. We may share information with the following types of third parties.

Third Party Vendors

Intersentia uses a variety of third-party vendors to carry out services like websites management and hosting, online product purchases and shipping, credit card processing and email communications. We only share your personal data as necessary, such as to complete a transaction or to provide a Product or Service you have requested or authorized and only with vendors or agents working on our behalf for the purposes described in this Statement. In this case, your personal information will be shared with these agents or contractors but only for the purpose of performing services on behalf and under instructions of Intersentia and in accordance with this Statement. It is our legitimate interest to share information with these parties for these purposes. For questions about third-party vendors, please send an email to mail@intersentia.be.

Please note that Intersentia products may contain connections to products of third parties whose privacy policy may differ from ours. If you provide personal data to one of these third parties or their products, their privacy policy will apply. We advise you to read these policies carefully.

For questions about third-party vendors, please send an email to mail@intersentia.be

Professional organisations or societies

To be able to offer you the full service required, Intersentia may need to share your data with professional organisations or societies. This may for instance be the case when you attend a conference and you need to collect credits in a continuing education programme. Sharing your data with these organisations is necessary for the performance of the agreement we have with you.

Intersentia-controlled affiliates and subsidiaries

We share information with Intersentia-controlled affiliates and subsidiaries for business purposes such as internal administration, promoting Intersentia Products and providing customers with our Intersentia Products and Services. It is our legitimate interest to share information with these parties for these purposes.

Compelled Disclosure

When legally required, strictly necessary for the performance of the services or to protect our rights, or the rights of our affiliates or users, we disclose your personal information to law enforcement authorities, investigative organizations, our affiliates or in legal proceedings.

Sale or Merger

We may share your personal information in the event of a merger, acquisition, or sale of all or a portion of our assets. Of course, we shall notify you via email and/or a prominent notice on our website and inform you of your rights.

Sharing and Disclosure of Aggregate Data

We share data in aggregate form and/or in a form which does not enable the recipient of such data to identify you, with third parties, for example, for industry analysis.

Please note, our Intersentia Products include links to products or applications of third parties whose privacy practices may differ from Intersentia. If you provide personal data to any of those third parties or their products, your data is governed by their privacy statements, and we encourage you to read these privacy statements carefully.

When sharing data with third parties, your personal information may be transferred to countries where data protection laws may provide a lower standard of protection for your personal information than your country. We take great care in protecting your personal information and have put in place adequate mechanisms to protect it when it is transferred internationally. We will transfer your personal information in compliance with applicable data protection laws and will implement suitable safeguards to ensure that your personal information is adequately secured by any third party that will access your information (for instance, by using the Standard Contractual Clauses as approved by the European Commission). If you have questions or wish to obtain more information about the international transfer of your personal information or the implemented safeguards, please send us an email to mail@intersentia.be.

The Legal Bases for Using Personal Information

There are different legal bases that we rely on to use your personal information, namely:

Performance of a contract

The use of your personal information may be necessary to perform the agreement you have with us. For example, to complete your purchase of your Intersentia Product, to register and maintain your account, to help with delivery issues, to handle returns, to register your Intersentia system and to make sure that your Intersentia Product performs its basic functions in a secure way or to respond to your requests.

Legitimate interests

We may use your personal information for our legitimate interests. For example, we rely on our legitimate interest to analyse and improve our Intersentia Products and Services and the content on our website, to send you notifications about software updates or information about Intersentia Products and Services or to use your personal information for administrative, fraud detection or legal purposes.

When we process your personal information based on our legitimate interest and no opt-out mechanism is available to you (e.g. in your Intersentia Product settings), you may exercise your right to object by sending an email to mail@intersentia.be.

Security, Storage and Retention of Personal Information We Collect

Security

Intersentia is committed to protecting the security of your personal information. However, while we take reasonable precautions to guard the personal information we collect, no security system is impenetrable.

We use a variety of appropriate technical and organizational measures and industry standards to protect your personal information and help prevent information about you from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. For example, we store the personal data you provide on computer systems that have limited access and are in controlled facilities. Additionally, we ensure that our third-party data center vendors provide adequate security measures. Additionally, your data is protected with encryption. Moreover, your password is stored using one-way hash, which means that it cannot be recovered (or disclosed) by anyone, including Intersentia (it can only be reset).

Only you can access your Intersentia account information and our service through the use of an individual user login and password. To protect the confidentiality of your personal information, you must keep your password confidential and not disclose it to any other person. Please alert us immediately if you believe your password has been misused. Additionally, always log out and close your browser when you finish your session.

If you have any questions about the security of your personal information, you can contact us at mail@intersentia.be.

Storage

Personal data collected by Intersentia may be stored and processed in Belgium and the United Kingdom (our registered offices) or in any other country where Intersentia or its affiliates, subsidiaries or service providers are located or maintain facilities. Intersentia has put in place adequate mechanisms to protect personal information when it is transferred internationally, for example by using the Standard Contractual Clauses as approved by the European Commission.

Retention

Intersentia will retain your personal information for as long as we deem it necessary to enable you to use the website and your Intersentia Product, to provide services to you, to comply with applicable laws (including those regarding document retention), resolve disputes with any parties and otherwise as necessary to allow us to conduct our business. All personal information we retain will be subject to this Privacy Statement and our internal retention guidelines. If you have a question



about a specific retention period for certain types of personal information we process about you, please send an email to mail@intersentia.be.

Your Rights and Choices

Your Rights

We want you to be in control of how your personal information is used by us. Subject to local law, you can do this in the following ways:

- you can ask us for a copy of the personal information we hold about you;
- you can inform us of any changes to your personal information, or if you want us to correct any of the personal information we hold about you;
- in certain situations, you can ask us to erase, block or restrict the personal information we hold about you, or object to particular ways in which we are using your personal information; and
- in certain situations, you can also ask us to send the personal information you have given us to a third party.

Where we are using your personal information on the basis of your consent, you are entitled to withdraw that consent at any time. Moreover, when we process your personal information based on legitimate interest or the public interest, you have the right to object at any time to that use of your personal information.

We rely on you to ensure that your personal information is complete, accurate and current. Please inform us promptly of any changes to, or inaccuracies of, your personal information by contacting mail@intersentia.be.

We will respond to your request as soon as possible but certainly within 30 days. For more information about how you can control the collection and use of Additional Usage Data and your Communication, Marketing and Advertising Preferences, please visit Your Choices sections below.

We are committed to working with you to obtain a fair resolution of any complaint or concern you may have about our use of your personal information. If, however, you believe that we have not been able to assist with your complaint or concern, you may have the right to lodge a complaint with the data protection authority in your country (if one exists in your country) or supervisory authority.

Your Choices

Intersentia Account

If you wish to access, edit or remove profile information, change your password, close your account or request deletion of your personal data, you can do it by logging in to your Intersentia account or Intersentia app or sending an email to mail@intersentia.be. If you cannot access certain personal information collected by Intersentia via the Intersentia account, the Intersentia app or directly via the Intersentia Product that you use, you can always contact us by sending an email to mail@intersentia.be. We will respond to any request to access or delete your personal data as soon as possible but certainly within 30 days.

Your Communication, Marketing and Advertising Preferences



You can opt out of receiving direct marketing communications from InterSentia by following the instructions included in every email sent to you via the “Unsubscribe” tab. You can also opt out of email subscriptions or messages by sending an email to mail@intersentia.be. We respect your choice, and we will stop sending you promotional emails once you unsubscribe or change your communication settings.

Please note, regardless of your communication settings, we will continue to communicate with you regarding changes to terms and conditions, policy updates, InterSentia Product software updates, routine customer service messages such as information about current or past purchase, delivery of products, service interruptions, data breaches or other significant information about a Product you own such as discontinuation of support or safety issues.

If you have opted out of receiving emails from us, we will not use your email for interest-based advertising activities.

Our Use of Cookies and Other Similar Technologies

1. Introduction

In this cookie policy the terms “our website” and “Intersentia.com” also refer to Intersentia.be, Intersentia.co.uk, firstsoftware.be and all related domains.

We use cookies and similar technologies like pixels, tags, web beacons, tokens and other identifiers to help us personalise our websites and online products for you, remember your preferences, understand how users are using our websites or products, and help customise our marketing offerings.

We use both own cookies and third party cookies.

Have you agreed that our websites can use non-functional cookies? You can change and update your preferences by clicking on the link “manage privacy settings’ at the bottom of our websites.

2. Cookies

A 'cookie' is a small data file containing a string of characters that is sent to your computer, tablet or smartphone when you visit our website. When you visit the website again, the information collected in the cookie can be sent back to our servers (or those of a third party – see below). When you visit the website again, the cookie allows that site to recognise your browser.

So called “scripts” are also considered cookies. These are programme codes used to optimise the functioning of our website.

Pixels, tokens and social media cookies are also considered cookies. These are used to integrate social media services in websites. These are used to show embedded third party elements, i.e. content stored at a third party, on our website. The content of our websites can vice versa also be shown on social networking sites such as Facebook, LinkedIn, Instagram, Twitter etc. by means of buttons on our website.

Cookies contain personal data and are governed by our [Privacy Policy](#). The processing of functional cookies is based on our legitimate interest: they are necessary for the proper functioning and security of our website and online products. Other cookies are only placed if you have given us your consent.

3. Cookie categories

We use the following categories on our website.

3.a Origin

Own cookies. Own cookies are cookies that are placed directly on the website by Intersentia nv.

Third party cookies. Third party cookies are cookies that are placed by websites and/or parties other than Intersentia nv. These cookies may be used on our websites to improve our products or services or to help us provide more relevant advertisements. These cookies are subject to the privacy policy of the external services concerned, such as the data policy of Facebook. Please note that social networking sites and third parties may change their privacy statements at any time.

3.b Purpose

Strictly necessary cookies, also called **functional cookies** or **technical cookies**. These cookies are essential in order to browse our website and use its functions. Without these cookies, services such as your shopping cart will not be available. These cookies allow our websites to remember the choices you make and personalise your experience. We may store your geographical location in a cookie, for example to ensure that we show you the websites relevant to your region or language. They also take care of, among other things, customising the user interface (features such as language selection and displaying your search results). They also serve to secure our website and online products. These cookies may be placed without your consent.

Non-functional cookies. Non-functional cookies are used for analytical, social and commercial purposes. They are not necessary for the technical operation of our website. Your explicit consent is required for the use of these cookies.

These cookies may be our own cookies as well as third party cookies.

We use non-functional cookies for the following purposes:

Content selection, delivery, reporting. The collection of information, and combination with previously collected information, to select and deliver content for you, and to measure the delivery and effectiveness of such content.

This includes using previously collected information about your interests to select content, processing data about what content was shown, how often or how long it was shown, when and where it was shown, and whether you took any action related to the content, including for example clicking on content.

This does not include personalisation, which is the collection and processing of information about your use of this service to subsequently personalise content and/or advertising for you in other contexts, such as websites or apps.

Analytics and measurement. The collection of information about your use of the content, and combination with previously collected information, used to measure, understand, and report on your usage of the service.

This does not include personalisation, the collection of information about your use of this service to subsequently personalise content and/or advertising for you in other contexts, i.e. on other service, such as websites or apps.

Ad selection, delivery, reporting. The collection of information, and combination with previously collected information, to select and deliver advertisements for you, and to measure the delivery and effectiveness of such advertisements. This includes using previously collected information about your interests to select ads, processing data about what advertisements were shown, how often they were shown, when and where they were shown, and whether you took any action related to the advertisement, including for example clicking an ad or making a purchase.

This does not include personalisation, which is the collection and processing of information about your use of this service to subsequently personalise advertising and/or content for you in other contexts, such as websites or apps.

Information storage and access. The storage of information, or access to information that is already stored, on your device such as advertising identifiers, device identifiers, cookies, and similar technologies.

Ad Personalisation. The collection and processing of information about your use of this service to subsequently personalise advertising and/or content for you in other contexts, such as on other websites or apps, over time. Typically, the content of the site or app is used to make inferences about your interests, which inform future selection of advertising and/or content.

3.c Life span

Permanent cookies remain on your device for the lifetime of the cookie or until they are deleted. They are activated each time you visit our website.

Session cookies simplify the use of our website during your browser session. When you open your browser, these cookies are placed temporarily. They will only remain on your device until you close your browser.

3.d. Tokens, pixels, tags and web beacons

Tokens. A “token” contains a series of characters that is sent to your computer when you use our software. The token ensures that you can communicate with our software and that it recognises you. Tokens work per session and expire after a certain amount of time. When you start a new session, we will send you a new token.

Pixels. In addition to cookies, we sometimes use small graphics called “pixels” (also called web beacons, clear GIFs or pixel tags). We use pixels in our email messages to you (if you have chosen to receive such messages) to help us understand whether our email messages have been viewed. We also use pixels from third parties (such as Facebook and other networks) to help us understand your interests and preferences. See above for more information about our advertising and marketing activities.

4. How to manage your cookie settings and consent

Certain functions of our website will not be available if you do not accept the relevant cookies. Therefore, the cookies without which it is not possible to visit our website (strictly necessary, technical or functional cookies) will be placed on your device without your prior consent. All other cookies are only placed with your explicit consent.

When you visit our website for the first time, you can give your consent by clicking on “accept all cookies”. If you wish to specify which cookies you do or do not accept, you can set your preferences via the “Set preferences” button. The link “manage privacy settings” at the bottom of our websites allows you to change your preferences or revoke your consent later on.

In most web browsers, you can manage cookies automatically via the preferences settings. However, if you limit the ability of websites to set cookies, this may affect your overall user experience. Some browsers offer a “Do Not Track” (DNT) signal that allows you to indicate your preference with respect to tracking and cross-site tracking. Although we do not currently use

technology that recognises DNT signals, we will only process your personal data in accordance with this cookie policy.

[Cookie settings in Edge](#)

[Cookie settings in Firefox](#)

[Cookie settings in Chrome](#)

[Cookie settings in Safari web and iOS](#)

5. Overview of the cookies we use

A complete overview of all cookies can be consulted by clicking on the link ink “manage privacy settings’ at the bottom of our websites

How to Contact Us

If you have any questions about the use of your personal information, please send an email to mail@intersentia.be.

Unless otherwise stated, Intersentia nv is a data controller for personal data we collect through the Intersentia Products and Services subject to this Privacy Statement. Our address is Groenstraat 31, 2640 Mortsel, Belgium.



Changes to Our Privacy Statement

Intersentia may modify or update this Statement when necessary to reflect customer feedback and changes in our Intersentia Products and Services. Please review it regularly. When we update this Statement, we will revise the 'Last Updated' date at the top of the Statement. If there are material changes to the Statement or in how Intersentia uses your personal data, we will notify you either by posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to regularly review this Statement to learn more how Intersentia is using and protecting your information.

FAQ

Why is Intersentia updating its privacy statement?

With these changes, we apply the high standard required by the European Union's General Data Protection Regulation (GDPR) and have updated our privacy statement to reflect that. We also continue to simplify language and remove jargon, to make our privacy statement easier to understand and read.

What is the GDPR?

The GDPR is a regulation intended to strengthen and unify data protection for everyone within the European Union (EU). And because we believe that all our customers can benefit from its mandates, we're implementing it globally. The GDPR requires greater openness and transparency from companies on how they collect, store and use personal data, while also imposing tighter limits on the use of personal data. You can learn more [here](#).

How often do you anticipate updating your privacy statement?

We will update our privacy statement as necessary to ensure that our policies are in line with international regulations, our product and business practices.

What information does Intersentia collect about me?

Intersentia collects your name, function, company, phone number, email address, shipping address, payment information, location data, IP address, social identifiers, data provided by cookies and similar technologies, functional data such as registration and system data, as well as additional data; for instance, subject areas and performance and activity information.

Why does Intersentia need my information?

Intersentia uses the data we collect to provide you the best experience within products and services we offer, which includes using data to improve and personalise your experiences. We also use the data to communicate with you, for example, informing you about your account, new products or services available, security and other types of updates.

How is my information used?

Intersentia uses the data we collect for the following purposes:

- Product Improvement
- Future Product Development
- Customer Support



Security, Safety, and Dispute Resolution
Product Performance Analysis
Communications and Marketing

How does collecting my information help InterSentia improve its products?

We use the information to help get your product working and to make sure that we are offering you the services, based for instance on your geographic location. We also collect error reports, so we can make improvements to eliminate potential bugs and problems. And finally, understanding how and when our customers use their products helps us design new products and services.

Do I need to register my InterSentia products for them to work?

Yes. This is fundamental to providing a secure and working service.

Does InterSentia sell information to third parties?

No. We never have and we never will.

Can I opt out of sharing my information to InterSentia?

Yes, you can opt out of submitting certain types of personal information to InterSentia; for instance, additional usage data such as performance and activity information. However, certain categories of the data that we collect, referred to as functional data, are necessary for your InterSentia product to perform its basic functions in a secure way and you will not be able to opt out.

How do I delete my personal data from InterSentia and what are the consequences?

You can always send us an email to mail@intersentia.be or contact our Customer Care team or helpdesk and request that your data be deleted. Please note however, that by deleting your personal data your InterSentia products might stop working.

Does InterSentia provide my information to third parties?

InterSentia shares data necessary to make your products or services work or to be able to deliver them. For example when you participate in a conference and require that we provide proof of your participation in the framework of a continuing education scheme or when you have a problem with one of our services that requires us to engage with affiliated companies, with your permission, to troubleshoot your problem.

Does InterSentia keep or share my credit card information?

No. It's only used to process your payment at the time of purchase.

How long does Intersentia keep my information?

Intersentia retains personal data for as long as necessary to provide the services, support your product and fulfil the transactions you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes and enforcing our agreements. Because these needs can vary for different data types in the context of different products or services, actual retention periods can vary significantly. For instance, we'll keep all functional data on file as long as you have an active service or account.

How is information stored and secured on Intersentia's servers?

Intersentia is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorized access, use or disclosure. For example, we store the personal data you provide on computer systems that have limited access and are in controlled facilities.

Is Intersentia using cookies or pixels to gather information?

Yes, we use cookies and similar technologies like pixels, tags and web beacons when you visit our websites. By visiting our websites, you agree to the use of cookies and similar technologies for the purposes we describe in our privacy statement. This helps us provide you with the best experience and allows certain parts of our websites to function properly. You can always adjust your browser or device settings to not accept cookies and similar technologies if this concerns you.

Does Intersentia use interest-based advertising?

Yes. We work with third-party advertisers that utilise cookies and similar technologies to provide more relevant advertising about Intersentia on our websites and across the internet. To provide interest-based advertising, the advertisers combine non-personal data learned about your online activities over time to customise the advertising delivered to you. We do not share your personal information to do this.

What safeguards are in place for children who have access to Intersentia products?

Intersentia does not target and is not intended to attract children. Intersentia does not knowingly solicit personal information from children or send them requests for personal information. Although visitors of all ages may navigate through our website, we do not intentionally collect personal information from persons under the age of sixteen. If following a notification by a parent or guardian, or discovery by other means, that a child under sixteen has improperly registered on this site by using false information, we will cancel the child's account and delete the child's personal information from our records.



How can I contact Intersentia if I have questions regarding Intersentia privacy statement?

If you have any questions about the use of your personal information, please send us an email to mail@intersentia.be.