



Privacy notice

Your personal data are collected and processed by A&M, which includes the following departments: A&M Workshop

A&M Office
hereinafter referred to as "A&M".

A&M NV has its headquarters at 2800 Mechelen, Raghenoolein 17/19, registered under company number 0435.271.563.

1 Scope of the Privacy Notice

A&M values privacy and is therefore committed to protecting the (personal) data of all its stakeholders with the utmost care and processing personal data only in a fair and lawful manner. This privacy notice applies to our customers, partners and website visitors for the personal data that A&M collects and processes through this website and related services. This privacy notice contains important information on how and for what purposes A&M, as the data controller, collects and processes personal data, and clarifies which rights you can exercise as a data subject.

2 Processing of personal data

Personal data can be defined as any information by which a natural person can be directly or indirectly identified. You may provide us with your personal data in the context of the following activities, for the corresponding purposes and based on the stated reasons:

- Contact form or correspondence: by filling in the contact form on the website, you consent to A&M processing your name, e-mail address, telephone and your query or message. If you contact us directly (by e-mail, phone or letter), we will process your contact details and the content of this correspondence. We only use this information to handle your query or message adequately.
- Newsletter: when you subscribe to our newsletter, you provide your name and e-mail address. A&M collects these personal data based on your consent and for the purpose of sending you relevant information and keeping you informed of our latest news items.

- For sales and marketing purposes: A&M may use your name and contact details for direct marketing campaigns to inform you of promotions relating to the products and services provided by A&M, and to contact potential future customers. We may also use the data to make targeted offers, e.g. via e-mail or to display an advertisement on our own website. We send these communications or place the advertisements based on the legitimate interest of A&M, if we find that you are interested in, or could benefit from, our services or products.
- Survey/feedback: based on the legitimate interest of A&M, we may use your contact details to assess, evaluate and improve the services offered. For this purpose, we may send questionnaires or customer surveys, or ask you to complete our customer feedback form.
- For the delivery of our products and services: when you buy or purchase certain products or services from A&M, we collect your contact details and billing information. This is for the purpose of providing our services and managing our (customer) relationship, based on your agreement with A&M.
- Other relationships: we collect contact details of our current or future suppliers and partners. We process this information to enter into our agreements and manage our relationships or partnerships. This processing is therefore based on the conclusion and performance of our contracts and business relationships.

A&M considers your personal data to be confidential and undertakes to process it only in a manner compatible with the purposes for which it was originally collected.

3 Your rights as a data subject

At all times, as a data subject, you have the possibility to exercise your rights as laid down in the General Data Protection Regulation. The data subject can exercise the following rights:

Right of access to your personal data

You have the right to request access to your personal data at any time, and to request a copy of the personal data that A&M collects about you.



Right to rectification

You always have the right to have incorrect personal data corrected or incomplete personal data completed.

Right to data erasure ("right to be forgotten")

You can request to have your personal data removed from A&M's systems. The request to erase your personal data cannot always be granted due to contractual or legal obligations. A&M will observe these obligations when responding to your request.

Right to object

You have the right to object to the processing of your personal data if the processing is based on the legitimate interest of A&M or on grounds of public interest. We stop processing unless we can demonstrate compelling legitimate reasons for further processing or for pursuing legal claims. You can also object if your data are processed for direct marketing purposes, so that personal data will no longer be processed for these purposes.

Right to withdraw your consent

For the processing of your personal data collected by A&M with your consent, you may withdraw your consent at any time. For example, you can unsubscribe from the newsletters at any time. However, withdrawing your consent does not apply to processing previously carried out by A&M.

Right to restrict processing

In certain cases, the data subject has the right to obtain restriction of the processing of his or her personal data. We will continue to store your data, but we will limit its use. For example, you can make this request if you believe your personal data are incorrect or if the processing by A&M is not justified. We only have to fulfil these requests in specific cases, as stipulated by law.

Right to portability of personal data

The data subject has the right to obtain the personal data concerning him or her processed by A&M in a structured, commonly used and machine-readable format and/or to have such data transferred to another controller. The above rights can be exercised free of charge by sending an e-mail to privacy@anm.be. We undertake to respond to your request within one month of receipt. We may first ask for additional information to confirm your identity and ensure that the request comes from you.

The right to file a complaint

If at any time you believe that A&M is infringing your privacy, you have the right to file a complaint with the Belgian data protection authority: Data Protection Authority, Rue de la Presse 35, 1000 Brussels, Tel +32 (0) 2 274 48 00, e-mail: contact@apd-gba.be.

4 Disclosure to third parties

A&M refrains from disclosing or selling personal data of data subjects to third parties and publicly disclosing the personal data of data subjects except in the following specific cases:

- Personal data may be shared between the different branches of A&M, in case this transfer is required for the provision of our products or services in accordance with the predefined purpose.
- Personal data may be shared with external service providers to which A&M has outsourced certain processing activities. In any case, they are limited to processing your personal data in accordance with our instructions and, if necessary, a data processing agreement will be entered into, obliging them to comply with all obligations required by the applicable data protection legislation.
- This applies if it is required by applicable laws or regulations. With regard to international transfers of personal data and processing outside the European Economic Area (EEA), your data will only be transferred to parties in third countries, such as software providers and cloud or mailing services, if this is permitted

according to the applicable data protection legislation. We guarantee appropriate safeguards to ensure that your rights are also respected by the data recipient outside the EEA in accordance with an adequate level of data protection.

5 Retention of your personal data

A&M recognises the importance of protecting personal data. We will retain your personal data no longer than strictly necessary to fulfil the purposes for which we received the data, or for the performance of a contract, or to comply with a legal obligation. The retention periods differ in terms of the type of processing activity and the purpose for which the personal data were collected.

The personal data we collect based on your consent will be kept by us for as long as your consent remains valid.

We keep customer and supplier information about your purchases for as long as reasonably necessary to perform our agreements, to comply with our legal obligations (such as accounting and tax obligations) and to resolve disputes or enforce agreements. Therefore, this personal information is kept for the duration of our contractual relationship and for 10 years thereafter.

In all cases, personal data may be retained for a longer period if there is a legal or regulatory reason to do so, or for a shorter period if the data subject objects to the processing of his/her personal data and there is no longer a legitimate reason to retain it.

We guarantee that only limited access to archived data will be provided, and that your personal data will be deleted or anonymised once the retention period has expired.

6 Security and confidentiality of your personal data

A&M has implemented technical and organisational security measures to prevent the destruction, loss, forgery, alteration, unauthorised access or disclosure of your personal data to third parties and any other unauthorised processing of such data.



We have made every effort to ensure the confidentiality, integrity and availability of information systems and services that process personal data. These measures include physical and operational security measures, access control, awareness clauses and confidentiality clauses. All our employees and third parties engaged by us are obliged to respect the privacy and security of your data.

7 Contact details

If you have any comments or questions about the information in this notice, or any other issues relating to the processing of your personal data by A&M, please contact us at privacy@anm.be.

If you prefer to contact us by post, you can do so at the following address:
Raghenoplein 17/19, 2800 Mechelen.

8 Changes to our privacy notice

We may amend or update this Privacy Notice from time to time to reflect changes in our practices regarding the processing of your personal data or changes in applicable law. We do this by posting the updated version on our website. When we publish changes to our Privacy Notice, we will change the date of the "last update" of our Privacy Notice. Significant changes will be stated on our homepage. Nevertheless, we encourage you to read our Privacy Notice regularly.