Privacy Policy Corbie Lommel

Last updated 30/10/2025

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

Corbie Hotels
BE0666.963.189
Corbiestraat 64 , 2400 Mol, België
lommel@corbiehotel.com
www.corbielommel.be

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 create an account on our website to place an order, we process your contact details, address, order history, and other data you have shared with us. You can change your data at any time. We keep your account information for up to 2 years after your last order. If you have not placed an order with us for 2 years, we will automatically delete your account after first sending you a warning email.

If you create an account on our website
If you use a free account and have had no interaction on the platform for 2 years, we will automatically delete your account after sending you a warning email first. This gives you the opportunity to decide to keep your account and access our content again.

If you create a paid account on our website, we process the profile information you provide in your account: name, last name, email address, address, profile photo (optional), company name, and VAT number. This information helps strengthen the platform and gives you a personal voice within the community. We only process the data for which you have given consent, but to be part of the community, your name and last name are necessary for the execution of our agreement.

If you have a paid account, your account will be suspended as soon as your subscription expires. Your account will then be automatically converted to a free account (see the information above). However, we will keep your billing information for up to 10 years after your last subscription renewal.

Once you have created an account, you can also indicate your personal interests. This will allow you to see personalized content within the platform. You can always change your interests in your profile.

If you provide your consent, we can also further personalize your user experience based on your previous visits to our website and videos you've watched. We use scripts for this that tell us, for example, which videos you watched and which podcasts you listened to. We do not share this information with third parties, and it is only used to better align your experience on our platform with your expectations. We only do this with your consent, so if you'd rather we didn't know what you watched, that is perfectly fine. We store this data as long as you have an active account with us.

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 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, policy number, address details, and any substantive question you ask us or comment you leave.

While you visit our website

When you visit our website, we ask for your consent to place cookies and other trackers (see our cookie banner).

If you give us consent to place analytical cookies or trackers, we collect analytical information about your browsing behavior on our website, such as your IP address, your (limited) location data, your unique online ID, information about the device you use to visit our website, the website from which you clicked through to our website, and your browsing behavior on our website. We do this to improve your user experience on our website based on your preferences.

If you give us consent to place functional cookies, we can activate the spam filter on our contact form, which helps us to keep our incoming data clean.

If you give us consent to place marketing cookies, we can record your actions as a website user to measure the effectiveness of an advertisement and to show you targeted advertisements.

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.

Our IT infrastructure is actively monitored and protected with up-to-date antivirus software and firewalls. We continuously evaluate and improve our security measures to remain compliant with the latest standards and legislation.

In the event of a security incident, we follow a strict internal protocol to quickly mitigate potential risks and, if necessary, to inform the competent authorities and data subjects in a timely manner.

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

Our website uses cookies and similar technologies. This helps us to give you a better user experience when you visit our site and also allows us to optimize it. Without your prior consent, we only place strictly necessary cookies. For all other cookies, we first ask for your permission via our cookie banner. You can always manage your cookie preferences via the link in our footer. Your cookie consent is valid for 6 months , after which we will ask for your preferences again.

Cookie list
A cookie is a small text file containing data that a website (when a user visits it) wants to store on your device to remember information, such as your language preference. These cookies are set by us and are called internal cookies. In addition, we use external cookies or third-party cookies, which are cookies from a domain other than the website you are on. We use cookies and other tracking technologies specifically for the following purposes:

Necessary cookies
These cookies are required for our website to function correctly and are therefore placed without your consent. For example, we use them to ask for and save your cookie consent. We do not collect any personal data with these cookies and never pass on the collected information to third parties.

Performance cookies
We naturally want to continue improving our website and services. Performance cookies are a useful tool for this. They provide us with information such as the number of visitors to our website, which pages are the most popular, and so on. We will never place them without your consent, but we would naturally greatly appreciate it if you gave us your permission.

Functional cookies
We would like to offer you extra features and personal settings to give you the best browsing experience. Unfortunately, without your consent, certain functions of our website will not work.

Marketing cookies
These cookies are placed for marketing purposes and are used to track your browsing behavior after you have visited our website and/or to show you personalized advertisements. These cookies can be placed on our

website by us or by third parties. You decide yourself whether you give consent for the placement of such marketing cookies.

For a complete overview of the cookies we use, please refer to the list in our cookie banner.

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.
We provide you with as much information as possible about cookies placed by third parties. If you want to know more, we are happy to refer you to the privacy statements of these parties on their respective websites. Please note: we do not have any influence over the content of those statements, nor over the content of the cookies from these third parties.

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