

# Privacy policy

Effective date: March 07, 2019

Youreka bvba ("us", "we" or our") operates the <https://go.youreka.be> website and <https://youreka-virtualtours.be> applications ("hereinafter referred to as Service").

This page contains information about our policies regarding the collection, use and disclosure of your personal data when you use our Service and the choices you have regarding that data.

We use your information to provide and improve the Service. When you use the Service, you consent to the collection and use of information in accordance with this policy. Unless otherwise provided in this Privacy Policy, the terminology used in this Privacy Policy has the same meaning as in our Terms and Conditions.

## Definitions

### Service

By service we mean the <https://go.youreka.be> website and the [youreka-virtualtours.be](https://youreka-virtualtours.be) applications managed by Youreka llc

### Usage data

By usage data we mean automatically collected data generated by the use of the Service or of the infrastructure of the Service itself (for example, the duration of the visit to a page).

### Cookies

Cookies are pieces of information stored on your device (computer or mobile device).

## Data manager

Data controller means the natural or legal person who determines (alone, jointly or in common with other ) the purposes for which and the manner in which personal data are or will be processed.

For the purposes of this Privacy Policy, we are a Data Controller of your Personal Data.

### **Data processors (or Service Providers)**

Data Processors (or Service Providers) means any natural or legal person who processes data on behalf of the Data Controller.

We may use the services of various Service Providers to process your data more efficiently.

### **Data subject (or User)**

The Data Subject is any living person using our Service who is the subject of Personal Data.

## **Data collection and use**

We collect different types of data for a variety of purposes to deliver our Service to you and to improve it.

## **Types of data collected**

### **Personal data**

When you use our Service, we may ask you to provide us with certain personally identifiable information that may be used to contact or identify you ("Personal Data"). Such Personally Identifiable Information may include but is not limited to:

- Email address
- Cookies and usage data

### **Usage data**

We may also collect data that your browser sends when you visit our Service or when you access the Service with or via a mobile device ("Usage Data").

This Usage Data may include information such as your computer's Internet Protocol address (IP address), browser type, version, the pages you accessed

visited on our Service, the time and date of your visit, the time you spent on those , unique device ID and other diagnostic data.

When you access the Service with a mobile device, this Usage Data may include information such as the type of mobile device you are using, the unique ID of your mobile device, the IP address of your mobile device, your mobile operating system, the mobile internet browser you are using, the unique device ID and other diagnostic data.

### **Tracking G cookie data**

We use cookies and similar tracking technologies to activity on our Service and we retain certain information.

Cookies are files containing a small amount of data that can contain an anonymous unique ID. Cookies are sent from a website to your browser and stored on your device. Other tracking technologies such as beacons, tags and scripts are also used to collect and track data and to improve and analyse our Service.

You can set your browser to refuse all cookies or to indicate when a cookie is sent. However, if you do not accept cookies, you may not be able to use all the features of our Service.

Examples of cookies we use:

- **Session Cookies.** We use Session Cookies to manage our Service.
- **Preference Cookies.** We use Preference Cookies to keep track of your preferences and various settings.
- **Security cookies.** We use Security Cookies for security purposes.

## **Use of data**

Youreka bvba uses the data collected for a variety of purposes:

- To provide and maintain our Service
- To notify you of changes to our Service
- To allow you participate in the interactive features of our Service, if you so wish

- To provide support to our customers
- To collect analytical or valuable data that we can apply to improve our Service
- To monitor the use of our Service
- To detect, prevent and treat technical problems

## Legal basis (AVG)

The following is the legal basis for the processing of Personal Data under the General Data Regulation (GDPR).

If you are a resident of the European Economic Area (EEA), the legal basis of, Youreka bvba for the collection and use of Personal Data in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

Youreka bvba may use your Personal Data because:

- We need to enter into a contract with you
- You have given us the consent
- The processing is in our legitimate interest and is not overridden by your rights● In compliance with the law

## Retention of data

Youreka bvba retains your Personal Data only for as long as necessary for the purposes stated in this Privacy Policy. We retain and use your Personal Data to the extent necessary to comply with our legal obligations (e.g. if we need to retain your data in compliance with applicable law), to resolve disputes and to enforce our legal agreements and policies.

Youreka bvba also stores your Usage Data for internal analytical purposes. Usage Data are usually kept for a shorter period of time, unless they are used to enhance security or improve the operation of our Service.

improve, or if we are required by law to keep this data for a longer period.

## Transfer of data

Your data, including Personal Data, may be transferred to - and stored on - computers located outside your province, country or other governmental jurisdiction where data protection laws may differ from those in your jurisdiction.

Please note that, if you are located outside Belgium and you provide us with data, we will provide that data, including

Personal data, transfer it to Belgium and process it there.

Your consent to this Privacy Policy followed by your submission of such data indicates your consent to that transfer.

Youreka bvba will take all reasonably necessary steps to that your data is treated securely and in accordance with this Privacy Policy and that your Personal Data is never transferred to any organisation or country without appropriate controls in place, including the security of your data and other personal data.

Disclosure of data

## Legal requirements

Youreka bvba may disclose your Personal Data if it believes in good faith that such action is necessary:

- To comply with a legal obligation
- To protect and defend the rights and property of Youreka sprl
- To prevent or investigate possible abuses in connection with the Service
- To protect the personal safety of users of the Service or the public
- As protection against legal liability

# Data security

The security of your data is important to us, but please remember that no method of transmission over the internet or electronic method of storage is 100% secure. While we strive to apply commercially acceptable means to protect your Personal Data, we cannot guarantee absolute security.

## Your rights

Your data protection rights under the General Data Protection Regulation (GDPR).

If you are a resident of the European Economic Area (EEA), you have certain rights. Youreka bvba aims to take reasonable measures to provide you with the opportunity correct, amend, delete or limit the use of your Personal Data.

If you want to know what Personal Data we hold about you and if you wish to be removed from our systems please contact us.

In certain circumstances, you have the following data protection rights:

- **The right to access, update or delete** the information we hold about you. Where possible, you can access and update your Personal Data or request deletion directly in your account settings. If you cannot perform these actions yourself, please contact us for assistance.
- **The right to correction.** You have the right to have your information corrected if it is inaccurate or incomplete.
- **Right to .** You have the right to object to the processing of your Personal Data.
- **Right to restriction.** You have the right to request that we restrict the processing of your Personal Data.
- **Right to data portability.** You have the right to receive a copy of the information we hold about you in a structured, machine-readable and commonly used format.

- **The right to withdraw your consent.** You also have the right to withdraw your consent at the time where Youreka bvba processes your personal data on the basis of your consent.

Remember that we may ask you to verify your identity before we respond to such requests.

You have the right to lodge a complaint with the Personal Data Authority regarding our collection and use of your Personal Data. For more information, please contact your local Personal Data Authority in the European Economic Area (EEA).

## Service providers

We may appoint third-party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform services in connection with our Service or to assist us in analysing how our Service is used.

These third parties only have access to your Personal Data to these tasks on our behalf and they may not disclose it to others or use it for other purposes.

## Analytics

We may use third-party Service Providers to track and analyse the use of our Service.

## Links to other sites

Our Service may contain links to other sites that are not operated by us. If you click on a link from an external party, you will be to that external party's site. We strongly encourage you to verify the Privacy Policy of any site you visit.

We have no control over and accept no liability in relation to the content, privacy policies or practices of any third-party sites or services.

# Children's privacy

Our service does not target individuals under 18 ("Children").

We never knowingly collect personally identifiable information from anyone under 18 years old. If you are a parent or guardian and you determine that your child has provided us with personal data, we ask that you contact us. If you determine that we have collected personal data from children without parental control verification, we will take the necessary steps to delete that information from our servers.

## Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by publishing the new Privacy Policy on this page.

We will notify you via email and/or a clear notice on our Service before the changes take effect and we will update the "effective date" listed at the top of this Privacy Policy.

We encourage you to check this Privacy Policy regularly for any changes. Changes to this Privacy Policy will take effect at the time they are published on this page.

## Get in touch

If you have any questions about this Privacy Policy, please contact : Via

email: [info@youreka.be](mailto:info@youreka.be)