

Privacy Policy

General Information

Reizen Gheysen collects the following things:

- First- and lastnames for contract/contact purposes.
- Addresses and other transport detail to execute a service requested by a customer.
- A phone number we can contact you on.
- An email address we can contact you on, with an opt-in option to receive our newsletter, which you may cancel at any time following the link inside our newsletter.

Information Gathering

- A customer may opt-in to receive promotions and other information for marketing purposes by mail. A customer may unsubscribe at any time by following the link at the bottom of such mails. (The unsubscribe link is handled and added by our newsletter service SendGrid)
- It is necessary to collect the needed information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Terms of Service, or as otherwise required by law.
- It is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Terms of Service, or as otherwise required by law.

Information Usage

- Reizen Gheysen mainly uses collected information to provide a promised service towards the customer (transport).
- Reizen Gheysen uses collected information for the following general purposes: service execution, products and services provision, billing, identification and authentication, services improvement, contact, and internal research.
- Reizen Gheysen shares anonymized browser data with Google Analytics to analyze our web traffic.
- Reizen Gheysen may share your email with SendGrid, our newsletter service, if you opt-in to our newsletters ([SendGrid and GDPR](#)).
- We may transfer information about you if Reizen Gheysen would be acquired or a merger would happen. In this event, Reizen Gheysen will notify you before information about you is transferred and becomes subject to a different privacy policy.

General Data Protection Regulation (GDPR)

If you are located in the European Union, you are entitled to the following rights with regard to your personal information and data:

- Right of access to your personal data, to know what information about you we hold

- Right to correct any incorrect or incomplete personal data about yourself that we hold
- Right to restrict/suspend our processing of your personal data
- Right to complain to a supervisory authority if you believe your privacy rights are being violated
- Additional rights that may apply to you in certain instances:
 - Right of data portability (if our processing is based on consent and automated means)
 - Right to withdraw consent at any time (if processing is based on consent)
 - Right to object to processing (if processing is based on legitimate interests)
 - Right to object to processing of personal data for direct marketing purposes
 - Right of erasure of your personal data from our system (“right to be forgotten”) if certain grounds are met
 - To exercise your privacy rights, you can email us at the address given below in the ‘Questions’ section of this Privacy Policy

Changes

Reizen Gheysen may periodically update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your Reizen Gheysen primary account holder account or by placing a prominent notice on our site.

Cookies Policy

Cookies

- A cookie is a small amount of data, which often includes an anonymous unique identifier, that is sent to your browser from a web site's computers and stored on your computer's hard drive.
- Cookies are required to use the Reizen Gheysen service.
- We use cookies to record current session information, but do not use permanent cookies. You are required to re-login to your Reizen Gheysen account after a certain period of time has elapsed to protect you against others accidentally accessing your account contents.
- When a big increase in traffic is detected we might setup Cloudflare in front of our service to prevent which will provide the user with Cloudflare's non-identifiable cookies.
- We use Google Analytics which provides the user with some cookies as well. We use the standard settings of Google Analytics and do not track any identifiable information

- We use cookies starting with 'ab-*' to do AB testing of our website, based on these cookies we show different elements. Cookies are there to keep the user experience consistent between usage times.
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Data Policy

Data Storage

Reizen Gheysen uses third-party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to run Reizen Gheysen. Although Reizen Gheysen owns the code, databases, and all rights to the Reizen Gheysen application, you retain all rights to your data.

HTTPS

Communication between you and our server(s) are encrypted by SSL.

Encryption

The following elements are encrypted at rest (storage) to ensure your privacy:

- Firstnames
- Lastnames
- Email addresses
- Addresses
- Company Names

The following elements are hashed (one-way) at rest (storage) to ensure your privacy:

- Account Password

Disclosure

Reizen Gheysen may disclose personally identifiable information under special circumstances, such as to comply with subpoenas or when your actions violate the Terms of Service.

EU and Swiss Safe Harbor

If you choose to provide Reizen Gheysen with your information, you consent to the transfer and storage of that information on our servers located in Europe as dictated by the GDPR.

For European Union and Swiss residents, any questions or concerns regarding the use or disclosure of your information should be directed to Luchthavenvervoer Kevin by sending an email to tom@reizengheysen.be or jan@reizengheysen.be . We will investigate and attempt to resolve complaints and disputes regarding use and disclosure of your information in accordance with this Privacy Policy.

Questions

Contact us

We try to already be as transparent as we can be in our terms & policies.
Any further questions about our Privacy Policy, Cookie Policy or Data Policy should be addressed to tom@reizengheysen.be