

Icynene Europe Terms of Service

1. Terms

By accessing the website at <http://icynene.eu/>, and then clicking or navigating on the website, you are agreeing to be bound by these terms of service, all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws.

2. Use License

The materials contained in this website are protected by applicable copyright and trademark law.

- a. Permission is granted to temporarily download one copy of the materials (information or software) on Icynene Europe's website for personal, non-commercial transitory viewing only. This is the grant of a temporary and conditional license, not a transfer of title, and under this license you may not:
 - i. modify or copy the materials;
 - ii. use the materials for any commercial purpose, or for any public display (commercial or non-commercial);
 - iii. attempt to decompile or reverse engineer any software contained on Icynene Europe's website;
 - iv. remove any copyright or other proprietary notations from the materials; or
 - v. transfer the materials to another person or "mirror" the materials on any other server.
- b. This license shall automatically terminate if you violate any of these restrictions and may be terminated by Icynene Europe at any time. Upon terminating your viewing of these materials or upon the termination of this license, you must destroy any downloaded materials in your possession whether in electronic or printed format.

3. Disclaimer

- a. The materials on Icynene Europe's website are provided on an 'as is' basis. Icynene Europe makes no warranties, expressed or implied, and hereby disclaims and negates all other warranties including, without limitation, implied warranties or conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights.

- b. Further, Icynene Europe does not warrant or make any representations concerning the accuracy, likely results, or reliability of the use of the materials on its website or otherwise relating to such materials or on any sites linked to this site.

4. Accuracy of materials

Although Icynene Europe makes every effort to ensure the accuracy of content on the website, the materials appearing on Icynene Europe's website may include technical, typographical, or photographic errors. Icynene Europe does not warrant that any of the materials on its website are accurate, complete or current. Icynene Europe may make changes to the materials contained on its website at any time without notice.

Icynene Europe does not make any commitment to update the materials.

5. Limitations

Icynene Europe takes all reasonable measures to ensure in accordance with its best efforts that the information on the website is accurate, up-to-date, secure and accessible.

In no event shall Icynene Europe or its suppliers be liable for any damages (including, without limitation, damages for loss of data or profit, or due to business interruption) arising out of the use or inability to use the materials on Icynene Europe's website, even if Icynene Europe or a Icynene Europe authorized representative has been notified orally or in writing of the possibility of such damages.

6. Links

Icynene Europe has not reviewed all of the sites linked to its website. The inclusion of any link on the Icynene Europe's website does not imply endorsement by Icynene Europe of the third-party site. Icynene Europe can therefore not be held liable for the contents of any such linked site.

Use of any such linked website is at the user's own risk.

7. Modifications

Icynene Europe may revise these terms of service for its website at any time without notice. By using this website you are agreeing to be bound by the then current version of these terms of service.

8. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of Belgium and by making use of this website you irrevocably submit to the exclusive jurisdiction of the courts of Belgium.

Privacy Policy

Your privacy is important to us. It is Icynene Europe's policy to respect your privacy regarding any information we may collect from you across our website, <http://icynene.eu/>, and other sites we own and operate.

Information we collect

Log data

When you visit our website, our servers may automatically log the standard data provided by your web browser. This data is considered “non-identifying information”, as it does not personally identify you on its own. It may include your browser type and version, the pages you visit, the time and date of your visit, the time spent on each page, and other details.

Personal information

We may ask for personal information, such as your:

- Name
- Email
- Phone/mobile number
- Address

This data is considered “identifying information” or “personal information”, as it can personally identify you. We only request personal information relevant to a specific lawful purpose and for nothing else, such as for instance providing you with a service requested by you or improve this service.

How we collect information

We collect all information by fair and lawful means.

We collect personal information either with your valid, freely given, specific, informed, active and explicit consent, or on the basis that it is strictly necessary to provide a service that you requested from us.

We also let you know why we're collecting it and how it will be used. You are free to refuse our request for personal information, with the understanding that we may be unable to provide you with some of your desired services without it.

Use of information

We may use a combination of identifying and non-identifying information to understand who our visitors are, how they use our services, and how we may improve their experience of our website in future.

We do not disclose personal information publicly, but may share aggregated and anonymised versions of this information, for example, in website and customer usage trend reports.

Data processing and storage

The information we collect is stored and processed in Belgium, or where we or our partners, affiliates and third-party providers maintain facilities. We only transfer personal information within jurisdictions adequate safeguard as required by EU law that reflect our commitment to protecting the privacy of our users.

We only retain personal information for as long as necessary to provide a service, or to improve our services in future. While we retain this data, we will protect it to the best of our abilities within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification. That said, we advise that no method of electronic transmission or storage is 100% secure, and cannot guarantee absolute data security.

If you request your personal information be deleted, or where your personal information becomes no longer relevant to our operations, we will erase it from our system within a reasonable timeframe.

Cookies

We use "cookies" to collect information about you and your activity across our site. Please refer to our Cookie Policy for more information.

Third-party access to information

We use third-party services for:

- Analytics tracking
- Content marketing

These services may access our data solely for the purpose of performing specific tasks on our behalf. We do not share any personally identifying information with them without your explicit and informed consent. We do not give them permission to disclose or use any of our data for any other purpose.

We may, from time to time, allow limited access to our data by external consultants and agencies for the purpose of analysis and service improvement. This access is only permitted for as long as necessary to perform a specific function. We only work with external agencies whose privacy policies are aligned with our own.

We will refuse government and law enforcement requests for data if we believe a request is too broad or unrelated to its stated purpose. However, we may cooperate if we believe the requested information is necessary and appropriate to comply with an order from an official state authority, to protect our own rights and property, to protect the safety of the public and any person, to prevent a crime, or to prevent what we reasonably believe to be illegal, legally actionable, or unethical activity.

We do not otherwise share or supply personal information to third parties. We do not sell or rent your personal information to marketers or third parties.

Children's Privacy

This website does not knowingly target children, nor collect personal information from children. As a parent/guardian, please contact us if you believe your child is participating in an activity involving personal information on our website, and you have not received a notification or request for consent. We do not use your supplied contact details for marketing or promotional purposes.

Limits of our policy

This privacy policy only covers Icynene Europe's own collecting and handling of data. Icynene Europe makes every effort to only work with partners, affiliates and third-party providers whose privacy policies are aligned with our own. However, we cannot guarantee 100% that such is always the case. Therefore we cannot accept responsibility or liability for their respective privacy practices.

Our website may link to external sites that are not operated by us. Please be aware that we have no control over the content and policies of those sites, and cannot accept responsibility or liability for their respective privacy practices.

Changes to this policy

At our discretion, we may change our privacy policy to reflect current acceptable practices. We will take reasonable steps to let users know about changes via our website. If you are a registered user on <http://icynene.eu/>, we will notify you using the contact details saved in your account. Your continued use of this site after any changes to this policy will be regarded as acceptance of our practices around privacy and personal information.

Your rights and responsibilities

As our user, you have the right to be informed about how your data is collected and used. You are entitled to know what data we collect about you, and how it is processed. You are entitled to correct and update any personal information about you, and to request this information be deleted. You may amend or remove your account information at any time, using the tools provided in your account control panel.

You are entitled to restrict or object to our use of your data, while retaining the right to use your personal information for your own purposes. You have the right to opt out of data about you being used in decisions based solely on automated processing.

Feel free to contact us if you have any concerns or questions about how we handle your data and personal information.

Icynene Europe Data Controller
Thierry Gossen
tgossen@icynene.eu

Icynene Europe Data Protection Officer
Thierry Gossen
tgossen@icynene.eu

This policy is effective as of 25 May 2018.

Cookie Policy

We use cookies to help improve your experience of <http://icynene.eu/>. This cookie policy is part of Icynene Europe's privacy policy, and covers the use of cookies between your device and our site. We also provide basic information on third-party services we may use, who may also use cookies as part of their service, though they are not covered by our policy.

If you don't wish to accept cookies from us, you should instruct your browser to refuse cookies from <http://icynene.eu/>, with the understanding that we may be unable to provide you with some of your desired content and services.

What is a cookie?

A cookie is a small piece of data that a website stores on your device when you visit, typically containing information about the website itself, a unique identifier that allows the site to recognise your web browser when you return, additional data that serves the purpose of the cookie, and the lifespan of the cookie itself.

Cookies are used to enable certain features (eg. logging in), to track site usage (eg. analytics), to store your user settings (eg. timezone, notification preferences), and to personalise your content (eg. advertising, language).

Cookies set by the website you are visiting are normally referred to as "first-party cookies", and typically only track your activity on that particular site. Cookies set by other sites and companies (ie. third parties) are called "third-party cookies", and can be used to track you on other websites that use the same third-party service.

Types of cookies and how we use them

Essential cookies

Essential cookies are crucial to your experience of a website, enabling core features like user logins, account management, shopping carts and payment processing. We use essential cookies to enable certain functions on our website.

Performance cookies

Performance cookies are used in the tracking of how you use a website during your visit, without collecting personal information about you. Typically, this information is anonymous and aggregated with information tracked across all site users, to help companies understand visitor usage patterns,

identify and diagnose problems or errors their users may encounter, and make better strategic decisions in improving their audience's overall website experience. These cookies may be set by the website you're visiting (first-party) or by third-party services. We use performance cookies on our site.

Functionality cookies

Functionality cookies are used in collecting information about your device and any settings you may configure on the website you're visiting (like language and timezone settings). With this information, websites can provide you with customised, enhanced or optimised content and services. These cookies may be set by the website you're visiting (first-party) or by third-party service. We use functionality cookies for selected features on our site.

Targeting/advertising cookies

Targeting/advertising cookies are used in determining what promotional content is more relevant and appropriate to you and your interests. Websites may use them to deliver targeted advertising or to limit the number of times you see an advertisement. This helps companies improve the effectiveness of their campaigns and the quality of content presented to you. These cookies may be set by the website you're visiting (first-party) or by third-party services. Targeting/advertising cookies set by third-parties may be used to track you on other websites that use the same third-party service. We do not use this type of cookie on our site.

Third-party cookies on our site

We may employ third-party companies and individuals on our websites—for example, analytics providers and content partners. We grant these third parties access to selected information to perform specific tasks on our behalf. They may also set third-party cookies in order to deliver the services they are providing. Third-party cookies can be used to track you on other websites that use the same third-party service. As we have no control over third-party cookies, they are not covered by Icynene Europe's cookie policy.

Our third-party privacy promise

We review the privacy policies of all our third-party providers before enlisting their services to ensure their practices align with ours. We will never knowingly include third-party services that compromise or violate the privacy of our users.

How you can control or opt out of cookies

If you do not wish to accept cookies from us, you can instruct your browser to refuse cookies from our website. Most browsers are configured to accept cookies by default, but you can update these settings to either refuse cookies altogether, or to notify you when a website is trying to set or update a cookie.

If you browse websites from multiple devices, you may need to update your settings on each individual device.

Although some cookies can be blocked with little impact on your experience of a website, blocking all cookies may mean you are unable to access certain features and content across the sites you visit.