



LG Food’s external privacy statement

This Privacy Statement describes how LG Food SA, with registered offices at Rue de la Closière 3, 1380 Lasne (Belgique), company number 0413.724.893 processes your personal data.
“Personal data” refers to any information related to an identified or identifiable natural person.
We endeavour to process your personal data in compliance with the European Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation or “GDPR”).

How do we use your personal data?
We process your personal data for the following purposes:
(a) Customer Management

We process the following personal data in the context of our relationship with our customers and/or their employees (such as our contact person):

- Identification data and contact details (name, surname, address, phone number)
- Financial data (payment details)
- Personal characteristics (language)
- Professional data

The legal basis is contractual necessity. The personal data must be provided to enable the performance of the contract.
The personal data you provide may be supplemented by personal data communicated by your employer.
Unless there is a legal retention period, the personal data will be retained for a period of 10 years after the end of the contractual relationship.

(b) Supplier management
In the context of supplier management, we process the following personal data of our suppliers and/or their employees:

- Identification data and contact details (name, surname, address, phone number)
- Financial data (payment details)
- Personal characteristics (language)
- Professional data

The legal basis is contractual necessity. The personal data must be provided to enable the performance of the contract.
The personal data you provide may be supplemented by personal data communicated by your employer.
Unless there is a legal retention period, the personal data will be retained for a period of 10 years after the end of the contractual relationship.

(c) Management of our activity of intermediary
We process the following personal data of our clients’ prospects and clients in the context of our activity of commercial intermediary:

- Identification data and contact details (name, surname, address, phone number)
- Financial data (payment details)
- Personal characteristics (language)
- Professional data

The legal basis is our legitimate interest (freedom of entrepreneurship).
Unless a legal retention period applies, the personal data will be retained for a period of 5 years after their collect.

(d) Compliance with our legal obligations (including tax and accounting obligations)
We process the following personal data in order to comply with our legal obligations (including tax and accounting obligations):

- Identification data and contact details (name, surname, address, phone number)
- Financial data (payment details)
- Personal characteristics
- Professional data

The legal ground is our legal obligation.
The personal data shall be retained in accordance with the legal retention periods.

Who are the recipients of your personal data ?
We share your personal data under certain circumstances to a limited number of other third parties:

- Processors which provide us with services
- Competent national and European authorities
- Banks and payment service providers
- Our professional advisers and lawyers

We do not transfer personal data outside the European Union.

Which rights do you have regarding the processing of your personal data?
According to the General Data Protection Regulation (GDPR), you have the following rights:

- to access and receive a copy of your data;
- to rectify your data if it is inaccurate;
- to object to the processing for direct marketing purposes and for reasons related to your particular situation;
- to erase your personal data (“right to be forgotten”) or restrict the processing of your data;
- when the processing is based on consent, to retract your consent at any time;
- to data portability when the processing is based on consent or contractual obligation.

You have the right to lodge a complaint with the competent supervisory authority (for Belgium, this is the Belgian Data Protection Authority). If you consider lodging a complaint, we kindly ask you to contact us first to seek an amicable resolution of the issue.
To exercise these rights, you must respect the conditions provided by the GDPR. Alternatively, to make things easier, you can contact us at the address below.

In case of reasonable doubt about your identity, we reserve the right to ask for proof of identity.

Which security measures are implemented?
In accordance with legal requirements, we have put in place an adequate system of protection of your personal data. These measures include technical and organizational measures necessary to protect your personal data against the accidental or unlawful destruction, loss, alteration, or unauthorized disclosure of personal data.

Nevertheless, no security system can guaranty 100% of security. You also have an important role to play in the security of your personal data by keeping your account details confidential and choosing a strong password. We remain at your disposal if you have any questions regarding the confidentiality and security of your personal data.

How to contact us
To exercise your data protection rights or if you have any question relating to the processing of your personal data, do not hesitate to send an email to contact@lgfood.be or contact:
SA LG Food
Rue de la Closière 3
1380 Lasne
Belgique

Updates
Please note that we reserve the right to update this document from time to time. In that case, we will notify you by e-mail.
This document was last updated on August 2022.