

# Privacy and Data Protection Policy

**Last updated:** January 29, 2026

## 1. Introduction

The company **ECMV** (hereinafter "we") places great importance on protecting your privacy. This policy aims to inform you about how we collect, process, and protect the personal data you transmit to us via our online contact form.

By using our form, you agree to the practices described in this policy, in accordance with the General Data Protection Regulation (GDPR).

## 2. Data Controller

The entity responsible for processing the collected data is: **ECMV** Rue de la Station(R) 142, 7070 Le Roeulx CBE / VAT: BE0449.836.114 Email: [info@ecmv.be](mailto:info@ecmv.be)

## 3. Collected Data

Via our contact form (technical solution "Formflow"), we collect only the data necessary to process your request:

- Name and First Name
- Email address
- Phone number
- Information regarding your company or building (if provided)
- Content of your message

## 4. Purposes of Processing

Your data is collected for the following purposes:

- **Responding to requests:** To answer your questions, doubts, or requests for information.
- **Quotes and interventions:** To prepare a commercial offer or schedule a technical visit.
- **Customer relationship management:** To follow up on your file (e.g., intervention history).

## 5. Data Sharing

Your data is intended exclusively for ECMV internal departments. We do not sell or rent your data to third parties.

- **Technical processor:** The form uses the **MyFormFlow** solution. This provider ensures the secure transmission of data but is not authorized to use it for its own purposes.

## 6. Retention Period

Your data is kept for the time necessary to process your request.

- If you become a client, it is kept for the duration of the contractual relationship and according to legal obligations (accounting, liability).
- If no follow-up is given, it is deleted within a maximum of 3 years after the last contact.

## 7. Security

We implement appropriate technical measures to protect your data against unauthorized access, loss, or alteration (HTTPS protocol, secure access).

## 8. Your Rights

In accordance with the GDPR, you have the right to access, rectify, delete, and transfer your data. You can exercise these rights at any time by contacting us at: **[info@ecmv.be](mailto:info@ecmv.be)**.