

DATA PROTECTION AND COOKIE POLICY

(In accordance with General Data Protection Regulation 2016/679 of 27 April 2016 on the protection of natural persons in relation to the processing of personal data and on the free movement of such data)

INTRODUCTION

Copo SRL (hereinafter Copo) considers the protection of your personal data to be of paramount importance. This Policy aims to explain in a transparent manner the data we collect, for what purposes, the legal basis for processing, how they are processed, and your rights.

1. DATA CONTROLLER

Copo SRL
Zoning industriel, Rue de Latour 1, 6760 Virton, Belgium
Company number: BE0805.993.190
GDPR contact email: info@copo.be

2. DATA COLLECTED

Copo may collect the following categories of data:

- Identification data: surname, first name
- Contact data: postal address, email address, telephone number
- Transaction data: order history, quotes, delivery information
- Browsing data: technical, statistical and marketing cookies
- Data exchanged during contact: emails, forms, customer enquiries

3. WHY AND ON WHAT LEGAL BASIS DO WE USE YOUR DATA?

Personal data is processed for the following purposes:

Processing necessary for the performance of the contract:

- Managing enquiries, quotations and orders
- Organising logistics and delivery
- Monitoring customer relations and after-sales service

Any processing necessary for compliance with legal obligations:

- Preparing and maintaining accounting and tax documents

Processing based on legitimate interest:

- Improving the website and services
- Internal statistics (anonymised as much as possible)
- Managing trade and optimising service

Processing based on consent:

- Email marketing
- Statistical and marketing cookies (Google Analytics, Meta Pixel)

4. COLLECTION SOURCES

The data may be collected:

- Directly from you via our forms, orders, emails, or telephone;
- Automatically when you browse our website (cookies);
- Via our internal management tools (Odoo Online).

5. SUBCONTRACTORS AND HOSTING

Copo uses subcontractors for specific operations:

Odoo Online

- Hosting customer data (quotes, orders, invoices)
- Hosted on AWS in Europe (GDPR compliant)

Google Analytics

- Statistical analysis of website usage

Meta Pixel (Facebook)

- Consent-based targeted advertising

All subcontractors are contractually bound to comply with the GDPR.

6. DATA SHARING

No data is sold or transferred to third parties for commercial purposes.
Sharing is limited to necessary subcontractors or legal obligations (e.g. tax authorities).

7. TRANSFERS OUTSIDE THE EU

The main services used by Copo (Odoo, Google, Meta) may transfer data outside the EU. These transfers are managed by:

- The European Commission's standard contractual clauses,
- Or equivalent guarantees required by the GDPR.

8. RETENTION PERIOD

- Invoicing data: 7 years (legal requirement)
- Customer data: 5 years after the end of the business relationship
- Prospect data: 3 years after last contact
- Statistical/marketing cookies: 13 months

9. PERSONAL RIGHTS

You have the following rights:

- Right to access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to object
- Right to portability
- Right to withdraw your consent

Please send your request to: info@copo.be

10. AUTOMATED DECISIONS

Copo does not use automated decision-making systems that result in legal implications for customers. Statistical and marketing analyses do not produce any direct individual effects.

11. SECURITY

Copo implements organisational and technical measures:

- Access control
- Backups
- Secure hosting
- Internal confidentiality protocols

12. COOKIE POLICY

12.1. Necessary cookies

Essential for the operation of the website.

12.2. Statistical cookies

Google Analytics: website traffic analysis (based on consent).

12.3. Marketing cookies

Meta Pixel, Google Ads: personalised advertising (based on consent).

12.4. Cookie consent

During your first visit, a banner enables you to:

- Accept
- Refuse
- Customise non-essential cookies.

13. POLICY CHANGES

Copo may update this policy. The most recent version remains available on the website.



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