



Privacy Policy - Website & Social Media

1 Document owner and version history

Document owner: Angélique Lecomte (Privacy Officer)

Version history :

Rev	Date	Author	Validated by	Comment
00	25/06/2026	Angelique Lecomte	Axel Boitel	New dedicated policy. Previously the general external privacy policy was applied

2 Introduction

GANTREX is committed to processing your personal data with the utmost care, in accordance with the legislation on the protection of personal data (the General Data Protection Regulation, GDPR). In cases where the Belgian law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data contains stricter requirements, we will act in accordance with this legislation.

This privacy policy is dedicated to the Gantrex website (www.gantrex.com) and social media, which are managed by HF Holding, headquarters of Gantrex Group.

This privacy statement is intended to help you understand what personal data we collect about you, why we collect it, and what we do with it. 'Personal data' means all information relating to a given natural person. The type of personal data we collect depend on the services you request and include, where applicable, data about you and/or your representatives, personnel, self-employed staff and/or directors (hereafter jointly also referred to as 'You' or 'Your').

3 Data Controller

Identification of the data controller:

HF Holding

Rue du commerce 19

1400 Nivelles, Belgium

Contact : privacy@gantrex.com

4 What information do we collect about you?

4.1 Personal data we collect directly from you

We collect the following categories of personal data through the website and when you interact with our social media profiles:

- Personal details, such as name, contact details including telephone number, e-mail address or mailing address;
- Business information, such as company name, location, your job title;
- Inquiries, requests and other communications with you, the products of interest you indicated, the type of subjects you raise with us, the documentation you request from our website and when you follow Gantrex on social media.
- All data mentioned in your cv/resume when you apply for a job at Gantrex (name and contact details, resume, employment history, education information, picture).
- Profile information visible through your social media account (e.g. user name, profile picture)

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- Public comments and messages you post, engagement data (likes, shares, follows)

4.2 Personal data collected automatically from our devices and third parties

When you browse our website, we may collect technical information about you and your device through technologies such as “cookies”. Such information includes for instance your IP address, pages visited, date and time of access. Those cookies are classified as essential cookies (mandatory for the website or social media to function), preference cookies (to offer a better user experience through video, language) or analytics cookies (for understanding how users interact with the website). Non-essential cookies are only activated after you provide consent when you visit our website for the first time.

For further details in this respect, please see our separate Cookie Policy available at our website.

Finally, our website is running with third parties who provide such services to us, in particular search engine optimization services, hosting services, web mastering services.

Data collected through platforms are analytics such as demographics, reach, engagement metrics. Those data are typically aggregated.

5 Why do we need your data?

5.1 Website operation and improvement

We generally process personal data for the purposes of administering our site, optimizing the user experience, analyzing website performance.

5.2 Respond

We process your personal data to be able to respond to your inquiries and communications, handle your requests once you enter in contact with us through contact forms, evaluating job applicants contacting us.

5.3 Internet and social media presence

We process personal data to show our products and services, to provide you with notices about developments, our company values and insights on the internet and social media.

5.4 Compliance and security

We process your personal data to ensure compliance with legal obligations that may apply and to maintain IT security.

5.5 Direct marketing

Your personal data is not used for direct marketing such as advertising campaigns.

5.6 Automated decision making

No automated decision-making takes place based on your personal data.

6 Legal basis for processing

We process your data based on the following legal grounds:

- Article 6(1)(a) GDPR – Consent: Use of cookies requiring consent, when you voluntarily interact with our content or contact us directly
- Article 6(1)(b) GDPR – (Pre) Contract: Responding to inquiries or job applications
- Article 6(1)(f) GDPR – Legitimate interest: Ensuring website functionality and security, maintaining an online presence, communicating with interested parties and improving content

7 Do we share your personal data?

7.1 Within Gantrex

Personal data collected through the site or social media are shared within other companies of the Gantrex Group when you make enquiries regarding our products and services, when you send us a contact form or application. Those inquiries are more appropriately handled by another company within the Gantrex Group in accordance with the subject or the location.

7.2 With third parties

We may share your data with trusted service providers (e.g. hosting providers, IT and security service providers). All third parties are required to protect your personal data in accordance with GDPR. We do not sell your personal data to third parties.

Only if we are legally obliged to do so can your personal data be provided to supervisory institutions, tax authorities and investigation services.

7.3 International transfer

Due to the global nature of our operations, we may transfer personal data covered by this Privacy Policy within the Gantrex Group companies, which are based in countries outside the EU/EEA. Nevertheless, corporate rules defining precautions for the processing of personal data and other security measures are implemented in all Gantrex companies around the world.

Servers used for hosting our website are in European Union. Social media platforms may transfer data outside the EU/EEA. Please refer to their policies.

8 How long do we retain your personal data?

We only store your data for as long as this is necessary for the purposes for which the data are to be used.

Since the need to retain data may vary by the type of data and by the purpose of the processing, the actual retention periods may vary considerably.

- For Cookies and Plugins: retention periods are defined in the Cookies Consent Banner,
- For the form “Contact Us”; the time we need for replying you,
- For job application: until the position is filled.

We can hereby inform you that we take the following criteria, among others, into account when determining the retention periods:

- How long are the personal data needed for the requested service to be provided?
- Have we established and announced a specific retention period?
- Have we been given permission for a longer retention period?
- Do we have a legal, contractual or similar obligation to retain the data?

As soon as your data are no longer required and we do not have a legal obligation to retain them, we will permanently erase them or, if this is not possible, anonymise them in our systems.

Your personal data will be retained and used for as long as necessary to comply with our legal obligations, to settle disputes or to enforce our agreements.

9 How do we protect your personal information?

Your personal data is considered to be strictly confidential. We take the appropriate technical and organisational measures to protect the provided and collected personal data from destruction, loss, unintended alteration, damage, accidental or unlawful access or any other unauthorised processing.

10 What are your rights?

According to GDPR regulations, you always have the right to:

- Access your personal data
- Rectify your personal data
- Withdraw your consent
- Object to processing
- Have your personal data erased
- Transfer your personal data
- Limit certain processing operations

To exercise your rights on data, please send us a written request by email:

privacy@gantrex.com

When exercising your right, we request that you clearly state the right to which you wish to appeal and any processing operation(s) you oppose or which consent you wish to withdraw.

11 How can you submit questions or complaints?

If you have a question or complaint about our processing of personal data please contact us through the following channels:

- All countries except Germany: privacy@gantrex.com

If at any time you believe that GANTREX is infringing on your privacy, you have the right to lodge a complaint with the competent regional Data protection Authority of your location:

- Belgium: Data Protection Authority, Rue de la Presse 35, 1000 Brussels, tel. +32 (0)2 274 48 00, e-mail: contact@apd-gba.be.
- Germany: Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen (LDI NRW), Postfach 20 04 44, 40102 Düsseldorf, Germany, tel. + 49 211 38424-0

12 Amendments to this Statement

We may amend or supplement this Statement as we deem necessary.

The latest version of this Gantrex Website and Social Media Privacy Policy is available in our website.