



Privacy policy (EN)

Purpose of this privacy policy

CYC2/Wyfibox considers that the protection of privacy and personal data is of major importance. This is why we do everything we can to process your personal data in accordance with your rights.

We collect and process your personal data in accordance with the legal provisions applicable in this matter, namely the law of July 30, 2018 relating to the protection of individuals with regard to the processing of personal data and the General Regulations on the Protection of Data (GDPR).

With this Privacy Policy we would like to inform you about how CYC2/Wyfibox processes your personal data in general.

CYC2/Wyfibox undertakes not only to process your personal data in a lawful, fair and transparent manner, but also to inform you clearly and completely on how this data is processed, in accordance with current legislation.

We reserve the right to make changes to this Privacy Policy at any time. Any substantial modification will always be clearly communicated to you. However, it is advisable to consult this page regularly.

What are personal data?

Personal data represents any information relating to an identified or identifiable natural person. An “identifiable natural person” is a natural person who can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, a telephone number, an email address or location data.

CYC2/Wyfibox collects different types of personal data as part of the services offered. The processing of this data is limited to what is strictly necessary to achieve the purposes pursued. These include:

Your identification data (name, email address, postal address, telephone number, email address), your billing data.

Who is the data controller?

CYC2/Wyfibox is the controller of your personal data.

Our complete information is:

CYC2/Wyfibox
Chaussée de Louvain, 431/E
B-1380 Lasne - Belgium
BCE: 0807.267.751

How do we collect your data?

Most of the data you provide to us directly is collected via the online form used to contact us or place an order.

Why do we use your data?

In accordance with the GDPR, CYC2/Wyfibox collects and processes your data based on the following legal bases:

- Ordering, delivery and invoicing of purchased products
- Answer questions regarding inquiries

Who has access to your data?

CYC2/Wyfibox staff members

Staff may exchange your personal data in order to carry out their assigned tasks. Internal measures are taken to ensure that your personal data is processed in accordance with this Privacy Policy.

Furthermore, in order to avoid unauthorized access or modification of data as much as possible, staff members only have access to personal data that is necessary for the performance of their tasks.

When your personal data is communicated to CYC2/Wyfibox subcontractors who carry out processing on behalf of CYC2/Wyfibox, CYC2/Wyfibox ensures that contractual provisions are put in place, in particular to guarantee that these subcontractors -contractors:

- do not use your personal data for purposes other than those specified by CYC2/Wyfibox and that they are processed in accordance with the purposes set out in this Privacy Policy and;
- have appropriate security measures to protect against unauthorized or unlawful processing of your personal data and against accidental loss or destruction or damage to your personal data.

Public authorities

It is possible that CYC2/Wyfibox must communicate certain of your personal data in order to comply with a legal obligation imposed on it or to respond to requests from public authorities.

Do we transfer your data outside of Europe?

CYC2/Wyfibox does not transfer your personal data to countries outside the European Union or to third countries which are not subject to an adequacy decision by the European Commission.

How do we protect your data?

We maintain a strict privacy policy and take all appropriate measures to ensure that our servers prevent, wherever possible, any leakage, destruction, loss, disclosure, unauthorized use, access or modification of your data.

If, despite everything, one of the aforementioned violations occurs, CYC2/Wyfibox undertakes to take all necessary measures to limit the damage to a minimum and will apply Articles 33 and 34 of the GDPR.

What retention do we apply to processed data?



We keep your personal data for the time necessary to achieve the objectives pursued and in accordance with our legal obligations. The retention period may therefore vary. For example, we are obliged to keep your billing data for 7 years due to accounting and tax obligations.

What are your rights as a data subject?

CYC2/Wyfibox wants to ensure that you are fully informed of all your data protection rights.

Each user enjoys the rights under Articles 15 to 22 of the GDPR:

The right of access, the right of rectification, The right to erasure, the right to limitation of processing, the right to object.

Updating this policy

CYC2/Wyfibox regularly reviews its Privacy Policy and publishes any updates on this web page.
