

## GENERAL CONDITIONS

By using the website <https://so-estates.be>

The visitor accepts the present conditions of use and renounces all claims against SO Estates, except in the case of intentional misconduct on the part of SO Estates.

The visitor accepts that any illegal or suspicious acts on his part will be communicated to the competent services.

### Administrator

The websites are administered and edited by :

SO Estates

TURION gcv

Avenue Louise 231,

1050 Bruxelles

Belgique

[info@so-estates.be](mailto:info@so-estates.be)

### Confidentiality of information on the site.

News and general product information are provided without any obligation. SO Estates does not guarantee that the information is accurate, complete and suitable for any use whatsoever. We therefore recommend that you contact SO Estates before taking a decision regarding any aspect of our/your products.

We make every effort to provide you with reliable and regularly updated information on the SO Estates website. SO Estates cannot under any circumstances be held liable for any incorrect, incomplete or inappropriate information, nor for any direct or indirect damage, in particular material, immaterial or other damage resulting from the opening or use of the content of the SO Estates website, including downloaded files.

### Links to other sites

Under certain headings, the SO Estates website contains hyperlinks to third-party content or to websites managed by third parties. We are not responsible for the quality and accuracy of the content of these websites. Nor can we be considered as an authority that approves, publishes or legitimises the content of these websites or websites in general. Consequently, the operators of these websites are solely responsible for compliance with the laws and regulations relating to the products and services that they offer for sale on their websites, more specifically with regard to consumer protection, distance selling, price legislation, etc.

### Prohibition of access to the site

We reserve the right to unilaterally prohibit access to the entire website or part of it to any natural or legal person:

who violates these terms of use;

who would use the personal data to which he or she may have access to offer products or services for a fee or to send a large number of unsolicited messages to the e-mail addresses

of other Internet users ("spamming") for any commercial purpose or in any other unauthorised manner;  
which would harm in any way the good reputation of the site;  
which would infringe the intellectual rights of third parties;  
which would use the site for illegitimate purposes.

We also reserve the right to take legal action against these same persons.

### Site availability

Although we endeavour to make the website available 7 days a week and 24 hours a day, we reserve the right to interrupt access to the website at any time and without prior notice for technical or other reasons. We also reserve the right to terminate our services, without our liability being invoked for these interruptions and the possible consequences thereof for you or third parties.

As far as possible, SO Estates will ensure that the site and the files that can be downloaded from this website are free of bugs, viruses, Trojan horses and unauthorised spyware. The presence of these and other viruses, however, cannot be excluded. Under no circumstances can SO Estates be held liable for any damage and/or loss to the user resulting from this. SO Estates strongly advises the user to install a firewall, antivirus program or other necessary protection programs on his computer.

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Under no circumstances may the liability of SO Estates be invoked to visitors to this site for any complaints or legal actions that may be brought against them by a third party claiming that the use of any element of the content of the website or any of the products or services offered on the website infringes one of its intellectual rights.

### Applicable law and case law

For any possible dispute arising from the use of the SO Estates website, Belgian law is applicable and only Belgian courts are competent.

### Copyright

This website, including, but not limited to, layout, texts, logos, images, photos and the selection and format thereof, are protected by copyright and trademark, software and database rights. Any copying and/or reproduction, public mention, modification or other form of use and/or exploitation of all or part of the website, in any form and by any means, is prohibited without the express prior written consent of SO Estates.

### Disclaimer

SO Estates All rights reserved. The information on this site was originally produced or collected by SO Estates. SO Estates cannot be held responsible for any errors or incompleteness in the data relating to the goods or any other information presented on or through our site. These data are purely informative and in no way binding.

## WHAT IS A COOKIE?

Cookies are small files that websites put on your computer's hard drive or on your mobile phone's browser. Cookies are widely used in order to operate websites, improve the user experience and to communicate certain information to the owner of a website. Our cookies can store information about your online preferences and enable us to tailor our website to your preferences.

## HOW DO YOU ACCEPT OR DECLINE THE USE OF COOKIES?

Users always have the ability to adjust their computer settings to accept all cookies or to decline them or to be notified when a cookie is used. The refusal of cookies may result in certain personalised services not being offered to the user, which may prevent full use of all the website's functionalities.

If you wish to reject the use of all or part of the cookies, you must adjust your browser settings.

## HOW DO WE USE COOKIES?

During your visit to the website, we collect, independently of the use of cookies, through the simple connection established by your telephone with the site, information about you, including your operating system, browser version, domain name and IP address, the last web page visited and the pages of the site you visit. We may use this information for marketing, advertising, profile composition or other promotional purposes.

The information collected by cookies can help us analyse site usage and enable us to provide a better user experience. The information collected by cookies may be used to identify you.

## WHAT COOKIES WE USE

### Technical cookies :

Some of our cookies are strictly necessary for the use of the site and certain features of the site. These functional cookies cannot be refused when using the site. This category includes, among others, cookies to record whether or not a user has consented to the use of cookies on the site.

### Session cookies and preference cookies :

We may use cookies to facilitate the use of the site, such as the possibility offered to the user to navigate through the different pages. These cookies cease to function at the end of a session (for example, when the user closes the browser window). We may also use cookies to store your preferences and choices on the site for a longer period of time. In general, these cookies will cease to be active after two years.

### Analysis cookies :

We may use analysis cookies to improve the performance, marketing strategy and personalisation of the site by collecting information on the number of visitors, how visitors arrive at the site and how they use the site (such as which pages are visited most often). For these reasons, we may in the future or currently use analysis cookies and related cookies from ADOBE (Adobe Analytics - [click here for Adobe's privacy policy](#)) and Google (Google Analytics), which will cease to be active after two years.

### The "Social networks" cookies

We may choose to implement third party websites and specifically social networking features on our site. These features include scripts or other elements that can read or place cookies from these social networks on your device. These cookies allow advertising to be personalised. We do not have access to or control of these cookies or the data collected by these cookies, as we only administer the Site, but we would still like to inform you and obtain your consent to do so.

## PRIVACY

At SO Estates, we respect and protect your privacy.

We want to remain worthy of the trust you place in us by visiting our site and using our services. We also want you to feel comfortable when you surf on our site.

That is why we would like to inform you in a transparent manner about the precautions we take when processing the personal data you entrust to us.

#### PRIVACY PROTECTION CHARTER

The processing of personal data relating to this site is subject to Belgian law (Law of 8 December 1992 on the protection of privacy with regard to the processing of personal data, amended by the Law of 11 December 1998 transposing Directive 95/46/EC of 24 October 1995 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data).

If you wish to react to any of the practices described below, you can contact us by sending a letter or an email.

No data is collected automatically by the site itself. The only data that we process is that which you communicate to us voluntarily, whether in the course of communications exchanged, for example by sending messages on this site, by communicating with us by e-mail, via our various contact forms on the site, by telephone contact at our offices, etc... Any other information that may be collected automatically is only collected by statistical tools such as Google Analytics and only concerns your TCP/IP address, the brand and the latest version of your browser, the web pages consulted but remains completely anonymous.

In order to facilitate your access to the website, we may save an access code and a password via a cookie. (A cookie is a small file sent by our server that is stored on your computer's hard drive. It keeps track of the site visited and contains a certain amount of information about that visit. Our cookies are primarily used to operate the site - technical session cookies).

The information is for internal use only and will therefore never be passed on to other natural or legal persons, whether or not they are linked to our company. However, this data will be communicated, at the request of the judicial authorities or police services, without the prior authorisation of the holder.

We have implemented appropriate security measures to protect the loss, misuse or alteration of information received on our site.

All our employees with access to your data have a strict duty of confidentiality.

In accordance with the law, you have the right to access and rectify this data at any time, as well as the right to object to it, in order to check its accuracy and have any errors corrected.

To exercise this right, simply contact us:

By post to the following address:

SO Estates  
TURION gcv  
Avenue Louise 231,  
1050 Bruxelles  
Belgique

You can also contact us by email: [info@so-estates.be](mailto:info@so-estates.be)

Or call us on 0471 95 65 85

We are not responsible for the privacy policy of websites that are linked to ours by a hyperlink.

If you feel that our site does not comply with this policy, you can contact our office by email or by post at the address given on the site.

### Updating.

Our office makes it its duty to regularly update this charter in order to take into account any legal, jurisprudential or technical developments. Only the latest version will prevail.

Date of last modification : 12th August 2021

### For what purposes do we save your personal data?

We need your personal data:

to inform you about new products and services offered and to provide you with information to compile statistics on the frequentation of the various sections of our site

### Who is responsible for the processing of your personal data?

The party responsible for processing the personal data collected on the SO Estates site is SO Estates, which manages the site and whose registered office is located in Belgium at SO Estates

TURION gcv  
Avenue Louise 231,  
1050 Bruxelles  
Belgique

If you are a minor (under 18 years of age), you are not allowed to use our site and we ask you not to communicate your personal data to us.

### Social networks

#### RGPD on social networks

The personal data that we process are those that you voluntarily communicate to us via the social network you are registered with, and enable us to respond to your requests. The information is for internal use only and will therefore never be transferred to other individuals or legal entities, whether or not they are linked to our agency. All useful information on the conservation, right of access, rectification, deletion, viewing, correction, portability &

modification of the personal data entrusted to us can be consulted at the following address: <https://so-estates.be> or obtained on request in paper format.

## RGPD for competitions

The personal data that the organisers collect on participants is collected by the organisers in strict compliance with the provisions on the protection of privacy. They may be used for internal use and for the smooth running of the competition. If the nature of the competition requires that reminder messages be sent by e-mail, the participant agrees to receive these messages for the duration of the competition. All useful information on the conservation, right of access, rectification, deletion, viewing, correction, portability & modification of the personal data entrusted to us can be consulted at the following address: [info@so-estates.be](mailto:info@so-estates.be) or obtained on request in paper format.

The holder of the personal data acknowledges having been loyally and fully informed of the processing of said data by SO Estates. In addition to this right to information, the holder has the following rights:

- Right of access to his/her data by the person concerned. That is to say, the right to obtain from the data controller the confirmation that the data is or is not being processed and the access to said data.
- Right to rectify inaccurate information and to have incomplete data completed
- Right to obtain the erasure of one's data when such data are no longer necessary for the purposes for which they were collected, if the person withdraws his consent (and there is no other basis (legal obligation) for the processing), if the person exercises his right to object to the processing
- Right to limitation: when the data controller no longer needs the data but they are still necessary. When such a limitation, as a temporary principle, is put in place, the data may only be processed, except for storage, with the consent of the data subject or for specific purposes.
- Right of portability: the data subject has the right to obtain the data he or she has provided in a structured, commonly used and machine-readable format and has the right to transfer these data to another controller without the original controller being able to prevent this. The data subject may request that his or her data be transmitted directly from one controller to another.
- Right of opposition: the data subject has a right of opposition to the processing which allows him/her to ask the controller to stop processing his/her data and, in any case, a right of opposition to the canvassing.
- Any request for the exercise of these rights can be addressed to our office via : [info@so-estates.be](mailto:info@so-estates.be).
- A reply will be given, via the same communication channel, as soon as possible and at the latest within one month of receipt of the request.
- No payment will be required unless the requests are manifestly unfounded or excessive (repetitive nature).