Privacy Policy Re-Startkit

Last updated: 01/06/2026

Re-Startkit attaches great importance to the protection of your personal data and processes it with care and in accordance with applicable privacy legislation, including the General Data Protection Regulation (GDPR).

In this privacy policy, we explain which personal data we collect, why we do so, how long we retain it, and what rights you have.

1. Who are we?

Re-Startkit is an initiative of Maakbaar Leuven vzw.

Data controller:
Maakbaar Leuven vzw
Stapelhuisstraat 13
3000 Leuven
Belgium

Email: info@maakbaarleuven.be
Website: https://www.maakbaarleuven.be/re-startkit

Maakbaar Leuven is responsible for the processing of personal data within the framework of Re-Startkit.

2. To whom does this privacy policy apply?

This privacy policy applies to everyone who uses Re-Startkit, including:

- visitors to the website;
- persons making a reservation;
- renters of devices;
- participants in feedback or evaluation sessions;
- persons who contact Re-Startkit.

3. What personal data do we process?

Depending on your use of Re-Startkit, we may process the following personal data.

Identification data

- full name
- date of birth (if necessary)
- student number or proof of enrolment
- nationality (if relevant for operational follow-up)

Contact details

- email address
- phone number
- residential address in Leuven
- permanent home address (if necessary)

Financial data

- bank account number (IBAN)
- payment information related to rental or deposit

Note: Re-Startkit does not store payment card details if payments are processed through external payment providers.

Reservation and usage data

- chosen devices
- rental formula
- reservation date
- rental period
- pick-up and return date
- device ID or serial number
- reservation history
- defect reports
- damage or incident reports
- communication regarding your rental

Project and evaluation data

Project and evaluation data

Because Re-Startkit is a social-circular pilot project, we may also process:

- feedback forms
- survey responses
- evaluation data
- participation in contact moments
- user experiences
- anonymised impact data

Website data

When using the website, technical data may be collected automatically, such as:

- IP address
- browser type
- device information
- pages visited
- time of visit

4. Why do we process your data?

We process personal data exclusively for legitimate and clearly defined purposes.

Operational service delivery

To:

- process reservations;
- assign devices;
- organise pick-up and return;
- follow up on defects;
- contact users;
- refund deposits;
- administratively follow up on damage or loss.

Execution of the rental agreement

To correctly fulfil the agreements between Re-Startkit and the user.

4. Why do we process your data? (continued)

Customer service and communication

To:

- answer questions;
- send practical updates;
- send reservation confirmations;
- communicate changes.

Safety and fraud prevention

To:

- prevent misuse;
- follow up on damage;
- administratively handle non-returns;
- protect our operations.

Improvement of services

To:

- analyse defect patterns;
- improve user experience;
- optimise logistics processes.

Project evaluation and societal impact

Re-Startkit is a pilot project with social-circular objectives. Therefore, data may also be used for:

- impact measurement;
- evaluation of circular effects;
- usage analysis;
- reporting on project results;
- societal learning objectives.

Where possible, this is done anonymously.

Legal obligations

To comply with accounting, administrative, or legal obligations.

5. On what legal basis do we process your data?

We process personal data on the basis of one or more of the following legal grounds:

Execution of a contract

For example:

- reservation management
- device rental
- communication about your rental
- deposit refund

Legal obligation

For example:

- accounting
- tax administration
- fraud prevention

Legitimate interest

For example:

- security of our operations
- analysis of defects
- protection against misuse
- improvement of services

Consent

When explicit consent is required, for example:

- participation in voluntary feedback surveys
- optional communication
- certain cookies

You can withdraw consent at any time.

6. With whom do we share data?

We never sell your personal data.

Data may only be shared when necessary.
For example with:

Operational service providers such as:

- website hosting
- reservation platforms
- cloud storage
- email services
- payment services

6. With whom do we share data? (continued)

Project partners

If operationally necessary and within the framework of Re-Startkit.
For example:
• logistical support
• project evaluation
• communication coordination

Partners only receive access to data that is strictly necessary.

Legal authorities

When we are legally obliged to do so.
For example:
• police
• judicial authorities
• government services

7. How long do we retain your data?

We do not retain personal data longer than necessary.
Indicative retention periods:
• Reservation and rental data: max. 5 years after last use
• Financial administration: 10 years
• Damage or incident files: as long as necessary for follow-up
• Contact requests: max. 2 years
• Feedback data: as long as relevant, preferably anonymised
• Anonymised impact data: may be retained indefinitely
When data is no longer needed, it is deleted or anonymised.

8. How do we secure your data?

We take appropriate technical and organisational measures to protect personal data against:
• loss;
• unauthorised access;
• misuse;
• destruction;
• alteration;
• unwanted disclosure.

Examples:
• limited access rights;
• secure storage;
• password protection;
• internal access control.

No system is entirely risk-free, however.

9. Your rights

You have the right to:

- Request access: which personal data we process about you.
- Request correction: if data is incorrect or incomplete.
- Request deletion: when data is no longer needed.
- Restrict processing: in certain cases.
- Object: to certain processing activities.
- Data portability: where legally applicable.
- Withdraw consent: for processing based on consent.

10. How do you exercise your rights?

Contact us at: info@maakbaarleuven.be

We may ask you to confirm your identity.
We respond to requests within the legal timeframe.

11. Complaints

Are you not satisfied with how we handle your personal data?
You can contact:

Data Protection Authority (Belgium)
Drukpersstraat 35
1000 Brussels
https://www.gegevensbeschermingsautoriteit.be

12. Cookies

Our website may use cookies or similar technologies to:

- ensure the website functions correctly;
- analyse usage;
- improve user experience.

More information can be found in our cookie policy.

13. Minors

Re-Startkit is exclusively aimed at persons aged 18 or older.
We do not knowingly collect personal data from minors.

14. International transfers

If certain digital service providers are located outside the European Economic Area, we ensure that appropriate GDPR safeguards are in place.

15. Changes

This privacy policy may be amended when:

- our operations change;
- legislation changes;
- technical processes change.

The most recent version is always available on our website.

Re-Startkit is an initiative of Maakbaar Leuven, in collaboration with KU Leuven, supported by Vlaanderen Circulair.

Initiator **Partner** **Supported by**