

Library website (Bibliotheekwebsite) cookie statement

The English text of this cookie statement is a translation. In case of confusion or contradictions between the English and the Dutch versions, the Dutch version takes precedence.

General

This Cookie Statement applies to this website and constitutes part of a broader policy relating to **User Terms and Conditions** and **Privacy** (see the footer of this website).

Anyone using this website accepts this Cookie Statement.

What are cookies?

Cookies are small information files that a website server temporarily or permanently files on your computer or device through the browser. The cookies contain a unique code that allows your browser to be recognised during your visit to such website ("session" cookie) or during subsequent visits ("permanent" cookie).

Why are cookies used?

Cookies enable us to simplify, complete and personalise website use. The information collected through cookies makes it possible for us to:

- perform user analyses of the website and thus permanently optimise the website for its users;
- draw up reports and statistics based on anonymised/pseudonymised statistic processing, so that we are able to report to the Flemish government within the scope of the indicators included in our management agreement.

Cookie management

You can refuse the installation of cookies in your browser settings. You can also delete at any time cookies that have already been set on your computer or mobile device. To do so, go to the "Settings" or "Options" menu of your browser and tick the correct settings for the use of the cookies in the "Privacy" tab. However, this may result in the reduction of the performance of the website use or that certain functionalities cannot be used at all.

The first time you visit the Library website (Bibliotheekwebsite) a pop-up arises through which you can set your cookie preferences. At any moment afterwards you can reset and preserve your preferences via "cookies" (see the footer of this website).

Who is responsible for the use of the cookies?

The person responsible for the use of the cookies on this website is:

Cultuurconnect vzw

Priemstraat 51, 1000 Brussels

Enterprise number: 0629.858.909

The Cultuurconnect Data Protection Officer (DPO) can be reached via the above-mentioned address (Attn Data Protection Officer), or at dpo@cultuurconnect.be.

Which cookies are used?

The website can use different types of cookies.

A. Essential (obligatory) cookies

These cookies are indispensable for visiting the website and to be able to use certain components. For example, these cookies allow you to navigate between the various website components or to fill in forms.

These cookies cannot be refused.

B. Functional cookies

Functional cookies make it easier and more pleasant to visit the website. They also make it possible to navigate more personally on the website. These are cookies that remember your language preference, for example, or cookies that keep a record as to whether you have already been asked to participate in a survey so that you need not be presented with the same one again.

If you refuse these cookies some or all of these services may not function optimally.

Via “cookies” (see footer of this website) you can choose to refuse or accept functional cookies.

C. Analytical cookies

We use Hotjar to analyse our website use. We use Hotjar to better understand use needs and in this way permanently optimise the website for the users. By using Hotjar, we can form a better image of the user experience (for example, how much time the users spend on which pages, which links are clicked and how frequently this is done, etc.), which enables us to improve our service provision based on user feedback. Hotjar uses cookies to collect data on user behaviour and on the devices used (in particular, IP addresses (only anonymised), type, browser information, etc.). Neither Hotjar nor Cultuurconnect will use this information to identify individual users, nor will this information be linked to other personal data. You can find more information in the Hotjar privacy policy: <https://www.hotjar.com/legal/policies/privacy/>.

We also use Google Analytics to analyse how our website is used. Google may also place so-called third-party cookies on this website to enable us to use this service. You can find more information on the Google Analytics service in the [Google privacy policy](#).

Via “cookies” (see footer of this website) you can choose to refuse or accept analytical cookies.

D. Marketing and social media cookies

Marketing and social media cookies are third party cookies aimed at showing personalized ads and enabling social media integrations.

Via “cookies” (see footer of this website) you can choose to refuse or accept marketing and social media cookies.

Amendments

This Cookie statement may be amended. It is therefore advisable to regularly have a look at it. The most recent amendment dates back to 29 January 2021.