

PRIVACY POLICY

The Collective Club

Last updated: June 2026

Introduction

This Privacy Policy describes how thecollectiveclub.be (the "Site" or "we") collects, uses, and discloses your personal information when you visit our Site, contact us, or engage with our services.

1. Who we are

The Collective Club - BE 1033.568.751
Leopoldstraat 67, 2000 Antwerp, Belgium
claudia@thecollectiveclub.be
@thecollectiveclub.be

Data controller: Claudia Bogaers

Right to withdraw consent - where we rely on your consent to process your personal information, you have the right to withdraw that consent at any time. This will not affect the lawfulness of any processing carried out before you withdrew your consent.

2. Personal information we collect

Contact information

Examples: name, email address, subject and content of your message.

Purpose: to respond to your enquiry, booking request, creator or brand partnership application, or job application.

Source: collected directly from you via our contact form.

Booking information

Examples: name, email address, preferred date and time, type of activation.

Purpose: to process and confirm bookings for The Room.

Source: collected directly from you via our contact form or by email.

Device information

Examples: IP address, browser version, pages visited, time spent on Site.

Purpose: to ensure the Site functions correctly and to analyse Site performance.

Source: collected automatically via cookies and analytics tools when you visit the Site.

3. Why we collect your information

We process your personal information for the following purposes:

- Responding to contact form submissions and email enquiries
- Processing booking requests for The Room
- Managing creator and brand partnership applications
- Processing job and internship applications
- Improving the performance and user experience of our Site

We do not use your personal information for commercial purposes without your explicit consent.

4. Legal basis for processing

Pursuant to the General Data Protection Regulation (GDPR), we process your personal information on the following legal bases:

- **Your consent** — when you submit our contact form
- **Performance of a contract** — when processing bookings for The Room or formalising creator or brand partnerships
- **Legitimate interest** — for responding to business enquiries and improving our Site
- **Legal obligation** — where required by applicable law

5. How long we retain your information

We do not retain your personal information longer than necessary:

- Contact form submissions: maximum 12 months after last contact
- Booking information for The Room: maximum 5 years for accounting and legal compliance
- Creator and brand partnership correspondence: maximum 12 months after last contact
- Job and internship applications: maximum 6 months after the closing of the selection process

6. Sharing your information

We do not sell your personal information to third parties. We may share your information with:

- Our email service provider, solely for the purpose of processing and responding to your messages

- Our accounting service providers, solely for invoicing and legal compliance purposes

All third parties we work with are bound by strict confidentiality obligations and act in full compliance with GDPR.

7. International data transfers

We aim to process your personal information exclusively within the European Economic Area (EEA). Where this is not possible, we ensure appropriate safeguards are in place in accordance with GDPR requirements.

8. Cookies

thecollectiveclub.be uses functional cookies that are strictly necessary for the correct operation of the Site. We do not use tracking or advertising cookies without your explicit consent.

We use cookies and similar technologies to ensure that our Site functions properly, to remember your preferences, and, where applicable, to understand how visitors use our Site. Strictly necessary cookies are used automatically because they are required for the operation of the Site. Any non-essential cookies, including analytics or marketing cookies, will only be used where required and after you have given your consent through our cookie banner. You can manage or delete cookies at any time through your browser settings, although disabling certain cookies may affect the functionality of the Site.

You can control and manage cookies through your browser settings. Please note that blocking cookies may impact your experience on our Site.

For more information on managing cookies, visit www.allaboutcookies.org.

9. Your rights

Under the GDPR, you have the following rights:

- **Right of access** — you can request a copy of the personal information we hold about you
- **Right to rectification** — you can request that inaccurate information be corrected
- **Right to erasure** — you can request that your personal information be deleted
- **Right to restriction** — you can request that we limit the processing of your information
- **Right to data portability** — you can request your information in a readable format
- **Right to object** — you can object to the processing of your personal information
- **Right to withdraw consent** - where we rely on your consent to process your personal information, you have the right to withdraw that consent at any time.

To exercise any of these rights, please contact us at claudia@thecollectiveclub.be. We will respond to your request within 30 days.

10. Complaints

If you have a concern about how we handle your personal information, you have the right to lodge a complaint with the Belgian Data Protection Authority:

Gegevensbeschermingsautoriteit / Autorité de protection des données
Rue de la Presse 35 / Drukpersstraat 35
1000 Brussels, Belgium
contact@apd-gba.be
www.dataprotectionauthority.be

11. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal and regulatory reasons. The most current version is always available on thecollectiveclub.be. We will notify you of significant changes by email where possible.

TERMS & CONDITIONS

The Collective Club

Last updated: June 2026

Overview

This website is operated by The Collective Club. Throughout the Site, the terms "we", "us" and "our" refer to The Collective Club. By visiting our Site and/or engaging with our services, you agree to be bound by the following terms and conditions. Please read them carefully before using our Site or services.

Section 1 — General

By accessing or using any part of the Site, you agree to these Terms & Conditions. If you do not agree, you may not access the Site or use our services.

We reserve the right to update, change or replace any part of these Terms & Conditions at any time. It is your responsibility to check this page periodically. Your continued use of the Site following any changes constitutes your acceptance of those changes.

Section 2 — Our services

The Collective Club offers the following services:

The Shop — a curated in-store selection of fashion and accessories sourced directly from the wardrobes of Belgium's most influential creators, available for purchase at Leopoldstraat 67, Antwerp.

The Room — a fully equipped, multi-functional space available for hire by creators and brands for content shoots, press days, product launches, private events, pop-ups and brand activations.

Creator partnerships — an invite-only collaboration model through which selected creators make curated items from their wardrobe available for sale at The Collective Club on a consignment basis.

Brand partnerships — collaborations with brands seeking a physical presence or event space in Antwerp, amplified by TCC's creator community.

Section 3 — Purchases in The Shop

3.1 Pricing

All prices are inclusive of applicable VAT unless stated otherwise. We reserve the right to modify prices at any time without prior notice.

3.2 Availability

All items in The Shop are unique and available while stock lasts. We cannot guarantee the availability of any item prior to your visit.

3.3 Returns

Given the nature of our offering — curated items sourced from creator wardrobes — all sales are final. Returns or exchanges are not accepted unless an item has a hidden defect that was not visible at the point of sale. In such cases, please contact us within 48 hours of purchase at claudia@thecollectiveclub.be.

3.4 Ownership

Items remain the property of The Collective Club until full payment has been received.

Section 4 — Booking The Room

4.1 Confirmation

A booking of The Room is only confirmed upon written confirmation by The Collective Club and receipt of full payment or the agreed deposit.

4.2 Cancellation policy

- Cancellation more than 7 days before the booked date: full refund
- Cancellation between 3 and 7 days before the booked date: 50% refund
- Cancellation less than 3 days before the booked date: no refund

4.3 Use of the space

The hirer is responsible for The Room and its contents during the booked period. Any damage to the space, furniture, equipment or inventory will be charged to the hirer. The Room must be returned in its original condition at the end of the booked session.

4.4 Access

Access to The Room is granted exclusively during the agreed time slot. Overtime will be charged at the applicable hourly rate as agreed at the time of booking.

Section 5 — Creator partnerships

5.1 Consignment model

Items brought in by creators remain the property of the creator until sold. The Collective Club retains a commission on each sale as agreed in the individual partnership agreement.

5.2 Payouts

Creators receive their share of the sale price within the timeframe agreed in their individual partnership agreement.

5.3 Unsold items

Items that remain unsold within the agreed period will be returned to the creator or held for an extended period by mutual agreement.

5.4 Quality standards

The Collective Club reserves the right to decline items that do not meet our curation and quality standards.

Section 6 — Brand partnerships

6.1 Pop-up space

Brands wishing to take up a pop-up presence within The Collective Club or The Room do so under a separate written agreement specifying the duration, fee, scope of presence and any applicable conditions.

6.2 Marketing

Any creator-led marketing amplification linked to a brand partnership will be agreed upon separately and does not form part of the standard space hire agreement.

Section 7 — Intellectual property

All intellectual property on thecollectiveclub.be and our social media channels — including but not limited to texts, images, logos, brand identity and design — is the property of The Collective Club or its rights holders. Nothing on the Site may be reproduced, distributed or used without our prior written permission.

If you believe your intellectual property rights have been infringed, please contact us at claudia@thecollectiveclub.be with a detailed description of the claim.

Section 8 — Limitation of liability

The Collective Club shall not be liable for any indirect, incidental or consequential damages arising from the use of our Site or services. We do not guarantee that our Site will be available at all times without interruption or error.

The Collective Club is not responsible for the loss or theft of personal belongings during a visit to our store or The Room.

This limitation of liability does not apply in cases of proven wilful misconduct or gross negligence on our part.

Section 9 — Indemnification

You agree to indemnify and hold harmless The Collective Club, its founder, employees and partners from any claim or demand arising from your breach of these Terms & Conditions or your violation of any applicable law or third-party rights.

Section 10 — Severability

If any provision of these Terms & Conditions is found to be unlawful or unenforceable, that provision will be severed and the remaining provisions will continue in full force and effect.

Section 11 — Governing law

These Terms & Conditions are governed by Belgian law. Any dispute arising from or in connection with these Terms & Conditions shall be submitted to the exclusive jurisdiction of the courts of Antwerp, Belgium.

Section 12 — Contact

Questions about these Terms & Conditions or our Privacy Policy should be directed to:

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