



GROUP CEYSSENS PRIVACY STATEMENT

The protection of your privacy is essential to us. That is why we would like to use this privacy statement to inform you about our policy to protect your privacy when processing your personal data. We want to manage and use your personal data securely and respectfully according to the "prudent person" principle.

Group Ceyskens endeavours at all times to act in accordance with the relevant "Privacy Laws":

- EU Regulation No 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data (hereinafter referred to as the 'General Data Protection Regulation' or 'GDPR');
- the Law of 8 December 1992 on the protection of privacy with regard to the processing of personal data (hereinafter referred to as the "Law on the Processing of Personal Data" or "LPPD")
- the Royal Decree of 13 February 2001 implementing the Personal Data Processing Law

We have taken both technical and organisational measures to ensure the safe processing of your personal data. These measures will correspond to the nature of the personal data and will be proportionate to the seriousness of the potential risk. Unfortunately, not every risk can be completely avoided. In the event of any unlawful access to Group Ceyskens NV's IT environment, we will immediately take all possible measures to limit the damage to and/or theft of the data to an absolute minimum.

APPLICATION

This privacy statement applies to the processing of personal data of (potential) customers and suppliers (natural persons) and of natural persons acting in the name and/or on behalf of (potential) customers and suppliers.

This statement also applies to all visitors to our website, persons who have filled in our online contact form, persons who have requested a quotation and our staff. This statement also applies when you visit our office or come into contact with our services for the purpose of prospecting.

WELKE PERSOONSgegevens WORDEN VERWERKT?

Group Ceyskens collects personal information that makes it possible to offer services and products (customers), or to receive services and goods (suppliers).

This concerns data that can be related to and identify a person, such as the following personal data:

- last name and first name
- email address
- contact details (delivery address or installation address and/or invoicing address)
- telephone numbers (fixed and/or mobile)
- fax number
- function
- any other business card details or identification information for the company you work for



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HOW THIS DATA ARE COLLECTED

These personal data are collected in various ways:

- Through you or your employer / your customer (by verbal, written or electronic means);
- Via other members of the group to which the company (the data controller) belongs with which the customer / supplier has previously concluded an agreement;
- Via public sources, such as press releases, the Crossroads Bank for Enterprises, the Belgian Official Gazette, Graydon, publications of annual accounts NBB, <https://www.checkinhoudingsplicht.be/>, the Internet, social media, ...

WHAT ARE THE PURPOSES FOR WHICH THE PERSONAL DATA ARE INTENDED?

Group Ceyskens processes personal data for various purposes, with only the data that is necessary to achieve the intended purpose being processed in each case.

This is how we use personal data:

- When we receive permission for this
- In the context of the preparation or execution of a contract or agreement
- To comply with legal or regulatory provisions to which we, as a company, are subject.

This data allows us to make constant improvements to the services and products offered to you, and also to adapt them to your needs.

Subject to consent, to the extent required, we collect personal data for the following specific purposes:

- the execution of a contract or agreement with Group Ceyskens or an affiliated company;
- preparing a quotation;
- sending invoices and collecting payments;
- optimising the quality, content and management of the website;
- statistical purposes;
- answering a specific question and/or providing information.

We reserve the right to use your information for market and satisfaction surveys or for the development of services and products, possibly by using subcontractors.

Thanks to these data, we can also send you commercial information about our new services and products, special offers, rewards, by electronic means, by post, via information brochures or by other means.



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WHAT ARE THE LEGAL GROUNDS FOR PROCESSING?

Your data will be processed on the basis of the following legal grounds:

- The implementation of measures prior to the conclusion of the agreement, insofar as the processing takes place at your request and with your consent;
- A contractual relationship as soon as you purchase our services and/or products or as soon as we purchase your services and/or your products. The information we collect and process about you is necessary for the performance of our agreement.
If you object to the processing of your data, it is impossible for us to comply with our contractual and legal obligations and you cannot make any further use of our services;
- A legitimate interest, in particular the operation of our company and the promotion of our services and products, in particular if the data is processed with a view to sending commercial information about (new) services and products, special offers, rewards, ...

TO WHOM WILL YOUR PERSONAL DATA BE DISCLOSED?

Internal

Your personal data will be accessible only within our company to appointees and agents who need this personal data for the purposes stated in this privacy statement.

External

Personal data will not be disclosed to third parties, unless this is necessary for our services, the execution of contracts or agreements and their improvement.

Your personal data may be transferred to third parties for the purpose of implementing the agreement (or the conclusion thereof), organising events for our company, ensuring the effective management of our company and representing the interests of our company. If it is necessary to disclose your personal data to third parties, this third party is obliged to use your data in accordance with the provisions of this privacy statement.

Otherwise your personal data may be provided to third parties if the company is obliged to do so under any laws or regulations or if it is compelled to do so in the context of judicial or extrajudicial proceedings.

In all other cases, we will not transfer, rent or sell your personal data to third parties, unless we have received your explicit permission to do so.

We will not process or transfer your personal data outside the European Economic Area. Where applicable, any transfer of personal data outside the European Economic Area (EEA) to a recipient residing or having its registered office in a country not covered by an adequacy decision issued by the European Commission will be governed by the provisions of a data transfer agreement featuring the standard contractual clauses as set out in the "Decision of the European Commission of 5 February 2010 (Decision 2010/87/EC)", or any other mechanism pursuant to the privacy legislation or other regulations governing the processing of personal data.



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PROTECTION OF PERSONAL DATA

We undertake to take technical and organisational precautions to prevent unauthorised access to your personal data and the loss, misuse or alteration of such data.

Despite our safety policy, the checks we carry out and the actions we take in this context, an infallible level of safety cannot be guaranteed. No method of transmission or transmission over the Internet and no method of electronic storage is 100 percent secure. As a result, we cannot guarantee absolute safety. However, we do everything in our power to protect your personal data and privacy, both within our network and at our office.

Our employees are trained to handle confidential data correctly. We make use of specialised companies that are responsible for the security of our IT network.

Should a data leak occur with unfavourable consequences for your personal data, you will be notified in accordance with the provisions of the law. Our employees are granted access to this information to the extent that they need it in order to carry out their tasks properly.

Finally, our website may contain links to third party websites whose terms of use do not fall within the scope of this privacy statement. Be sure to read carefully their own respective policies on the protection of your personal data.

RETENTION OF PERSONAL DATA

Your personal data will not be kept longer than necessary for the purposes stated in this privacy statement, in particular as long as this is necessary for the execution of the agreement.

At the end of the contract, the company will delete or anonymize your personal data, except if their storage is required by law. Your personal data will also be kept for a period equal to the limitation period relevant for any legal claims.



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RIGHTS

Below is an overview of the rights you have in relation to the processing of your personal data. This summary and this agreement will not create any additional rights other than those provided for in the GDPR or in the LPPD or any other legal regulation governing rights relating to the processing of personal data.

Exercise of rights

To exercise these rights, it suffices to contact Group Ceyskens by e-mail jo.aegten@groupceyskens.com

These rights may be exercised free of charge unless they are manifestly unfounded or excessive. In that case, and in particular because of the repetitive nature of requests, the company may:

- Charge a reasonable fee in the light of the administrative costs involved in providing the requested information or communication and taking the measures requested; or
- Refuse to comply with the request.

We have the right to verify your identity. We will respond to your request within one month of receiving it.

You can always invoke the following privacy rights:

- *Right of access to the personal data we hold about you*

You always have the possibility to request your personal data - collected and processed by us - and to request information about their processing.

However, we cannot provide access to personal data that is restricted by law for the purpose of notification.

We will provide you with a free copy of your personal data. A reasonable fee may be charged for additional copies on the basis of administrative costs.

- *Right of rectification, completion or adjustment of personal data*

If your personal details are incorrect or incomplete, you can always ask us to correct, supplement or change these personal data. In compliance with the purposes of the processing, you have the right to obtain the completion of incomplete personal data, including through the provision of an additional statement.



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- *Right of deletion of personal data*

In the following cases, you have the right to have your personal data deleted free of charge without unreasonable delay:

- the personal data processed are no longer necessary for the purposes for which they were collected or otherwise processed;
- you revoke your consent and there is no other legal basis for the processing;
- the personal data processed are generally unlawful;
- you object to the processing and there are no overriding compelling legitimate grounds for processing;
- the personal data processed must be deleted in accordance with a legal obligation.

We assess whether one of the aforementioned cases applies.

After verification of your identity, these personal data will be deleted as soon as possible, with the exception of personal data that must be kept by us pursuant to a legal obligation or pursuant to the agreement.

- *Right to restrict the use of personal data*

If the personal data processed about you are incorrect or are processed unlawfully or are no longer relevant for the purpose of processing your personal data, but if you do not wish these data to be deleted, you can also request that we only process these personal data to a limited extent for the time being.

- *Right to object to automated individual decisions*

You can always oppose any fully automated individual decisions (i.e. without human intervention) that concern you.

- *Portability of personal data*

You have the right to obtain your personal data processed by automated means in a structured, common and machine-readable form in order to transfer them to another data controller. If this is technically possible, you may also ask to have these personal data transferred directly to the other data controller.

CHANGES

We reserve the right to change or update this privacy statement at any time by posting a new version on the website. The most up to date version can always be found on our website. It is recommended that you regularly consult the website and the page on which the privacy policy is displayed so that you are kept informed of any changes.

CONTACT

If you have any questions about our privacy policy or how we collect, use or process your personal data, please contact us via e-mail: jo.aegten@groupceyskens.com



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DEFINITIONS

General Data Protection Regulation or GDPR - Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC

Law on the Processing of Personal Data or LPPD - the Law of 8 December 1992 for the protection of privacy with regard to the processing of personal data, as well as the Royal Decree of 13 February 2001 implementing the law of December 1992

Personal data - any data relating to an identified or identifiable natural person ('the data subject(s)'). An identifiable natural person is one who can be identified, directly or indirectly, in particular by means of an identifier such as: name, number in national register, address, location data, an online identifier or one or more elements characterising the physical, physiological, genetic, psychological, economic, cultural or social identity of that natural person

Processing of personal data - any operation or set of operations which is performed upon personal data, whether or not by automatic means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction of data

Data controller - a natural or legal person, a public authority, service or other body which, alone or jointly with others, determines the purposes and means of processing personal data

Processor - a natural or legal person, a public authority, a department or other body which processes personal data on behalf of the data controller - e.g. the software supplier used by the controller

Third Party - any natural or legal person, public authority, agency or other body other than the data subject, neither the controller nor the processor, nor the persons authorised to process personal data under the direct authority of the controller or the processor

Infringement - a breach of the rules on security of personal data leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to data transmitted, stored or otherwise processed

Supervisory authority - an independent public body established by an EU Member State which is involved in the processing of personal data because: (a) the controller or processor is established on the territory of the Member State of that supervisory authority; (b) data subjects residing in the Member State of that supervisory authority are or are likely to be significantly affected by the processing; or (c) a complaint has been lodged with that supervisory authority

Agreement - the contract concluded between the data controller and the customer/supplier