

Alistar¹

PRIVACY STATEMENT



Inhoud

1.	PRIVACY policy.....	3
1.1	SCOPE OF APPLICATION	3
1.2	WHICH PERSONAL DATA WILL BE PROCESSED?	3
1.3	WHAT RIGHTS DO I HAVE?.....	4
1.3.1	Profiling and automated decision-making.....	4
1.3.2	Consent and withdrawal.....	4
1.4	DO I HAVE ACCESS TO MY PERSONAL DATA?	4
1.5	WHAT IS MY PERSONAL DATA USED FOR?.....	5
1.6	HOW LONG WILL MY DATA BE STORED?	5
1.7	WILL MY DATA BE SHARED WITH THIRD PARTIES?	6
1.8	ARE MY PERSONAL DATA SAFE?	6
1.9	COOKIE POLICY	7
1.10	COMPLAINTS	7
1.11	HOW DO I STAY INFORMED ABOUT CHANGES?	7
1.12	CONTACT.....	7

1. PRIVACY POLICY

Your privacy is very important to us. We respect the rights of visitors to our websites, our (potential) customers, suppliers and/or business partners and handle the processing of the personal data that you share with us with care. To protect your privacy, we process your personal data according to this privacy policy. In this policy we explain to you what rights you have, how we handle your personal data, what data is collected, used, stored and how it is protected in an appropriate manner.

Processing of personal data takes place in accordance with the requirements set by the General Data Protection Regulation (GDPR).

1.1 SCOPE OF APPLICATION

Our privacy policy applies to all data that we obtain from you from contacts with you via our websites, customer portals, personal contact, telephone, email, in writing or from third parties.

You do not need to register or identify yourself to visit our public website. If the website you are visiting has a customer portal, and you wish to use this customer portal, you will receive a personal account for this.

1.2 WHICH PERSONAL DATA WILL BE PROCESSED?

Personal data that you share with us when requesting a quotation, placing an order, filling out a contact form on one of our websites, registering for a newsletter, visiting our offices or exhibition stand, exchanging business cards or any other form of contact (for example by telephone, e-mail, mail, during a visit or via social media) can be processed by us.

The data we process depends on the context of your interaction with us, the method of contact and the information you provide. Personal data that can be processed:

- ✓ First name, middle name and last name;
- ✓ Gender and title;
- ✓ (mobile) telephone number, fax number;
- ✓ E-mail address;
- ✓ Job title and job description;
- ✓ IP address;
- ✓ Other (personal) data that you enter or send on your own initiative, for example in a contact form or attachment;
- ✓ Other (personal) data as included in our cookie statement.

We only process personal data that is strictly necessary for the purpose for which it is processed. Not all of the above-mentioned data is processed in all cases. If there is a basis for this, additional data may also be required, such as a (residential) address or date of birth (for example, to determine whether a data subject is a minor).

In addition to regular personal data, we may also process special personal data and/or data of a sensitive nature. For example, when you use services for which these are necessary, because you provide them to us on your own initiative, or in the event that they are sent by you in a CV or motivation letter with your application.

You are not obliged to provide the information requested by us. However, this may result in us being unable to provide you with products or services or to respond to questions you may have.

We do not intend to process data from minors (under the age of 16) unless demonstrably explicit permission has been obtained from parents or guardians. However, we cannot perform age verification and therefore recommend that parents be involved in the online activities of their minor children, in order to prevent data about minors being collected without parental consent. If you believe that we have collected personal data about a minor (without consent), we request that you contact us via the contact details stated at the bottom of this policy.

1.3 WHAT RIGHTS DO I HAVE?

You have the right to view, correct or delete your personal data. You also have the right to (temporarily) withdraw your consent for processing or to have your personal data transferred to third parties.

1.3.1 Profiling and automated decision-making

This concerns decisions that are taken by computer programs or systems without a human being (for example an employee of our organization) involved. You have the right not to have your personal data subject to automated individual decision-making. We therefore do not make decisions about matters that could have (significant) consequences for people based on profiling and/or automated decision-making.

1.3.2 Consent and withdrawal

You can exercise your rights, including the withdrawal of your consent to the use of your personal data, free of charge. In mailings that you receive from us we offer, where possible, a link with the option to unsubscribe from the mailing or other mailings. If this option is not available, or if you wish to withdraw your consent for another form of data processing, you can contact us via the contact details stated at the bottom of this document.

To prevent any unauthorized disclosure or change of your personal data not carried out at your request, we may ask you to identify yourself and/or legitimize yourself before we can process a request. If your request is manifestly unfounded or excessive, we may charge/request a reasonable fee for the administrative costs associated with your request or we may refuse your request.

We aim to process such a request within 30 days. In any case, we will inform you of the action taken on your request within 30 days.

1.4 DO I HAVE ACCESS TO MY PERSONAL DATA?

Depending on which website you visit, you can log in to a customer portal and view, change or, if desired, delete your own personal data via this portal. If you do not have access to a customer portal, but would like to gain insight into which personal data we process about you, you can contact us using the contact details stated at the bottom of this policy. Upon request, we will provide you with access to your personal data processed by us within one month. If desired, we can also correct, delete or, at your request, forward this data to a third party. If necessary, we may ask you to identify and/or legitimize yourself before we can process a request.

1.5 WHAT IS MY PERSONAL DATA USED FOR?

We process your personal data in order to communicate with you. For example, for the purpose of prospect, customer and supplier management, for processing your orders, deliveries and invoicing or to provide you with information regarding our products and services.

We only process personal data if there is a legal basis for doing so. This is the case if you have given explicit permission for this or if we need to process your data in order to be able to execute an agreement with you or the organization for which you work. We can also process data if we have a legitimate (marketing) interest in doing so. For example, to inform you about (new) products, services and other commercial activities.

Your personal data can be processed for the following purposes:

- ✓ To be able to provide services or products to you (execution of an agreement);
- ✓ for a quotation, delivery, order form and for the purpose of accounting and invoicing;
- ✓ to be able to contact you if you complete a contact form, a survey or participate in a marketing activity;
- ✓ to send you invitations for events or training courses;
- ✓ for the purpose of customer retention, loyalty programs and other marketing activities, including targeted promotions, personalized communication, newsletters and other mailings;
- ✓ feedback processing, such as analyzing customer reviews to improve services;
- ✓ for the purpose of ensuring compliance with legal requirements regarding consent, privacy and data processing;
- ✓ identification, authentication and authorization of users on a customer portal;
- ✓ to be able to respond to your application, your application letter and/or CV.

1.6 HOW LONG WILL MY DATA BE STORED?

We do not store/process personal data any longer than strictly necessary to achieve the purposes for which the data was collected or, if applicable, for as long as this is required by law (retention obligation).

If there is no statutory retention period, we use the following retention periods:

- ✓ You have applied to us; if your application does not lead to an employment contract, your data will be deleted by us within 30 days after the end of the application procedure, unless you request us to retain your data for a longer period or we have requested to retain your data for a longer period and you have given us permission to do so.
- ✓ You, or the organization you work for, have/has an agreement with us in which you are involved in the execution as a data subject. Your personal data will be processed by us for as long as the agreement lasts or until you, or your (former) employer, request us to delete your data. We aim to process a request for deletion within 30 days.
- ✓ You have subscribed to a newsletter; your data will be processed by us until you withdraw your consent. You can request us to delete your data (and/or withdraw your consent to receive the newsletter) at any time. We aim to process such a request within 30 days.
- ✓ You have filled in your contact details on our website or provided them to us by email, in writing or by telephone because you want to receive information and/or advice from us. Your data will be processed by us for as long as necessary for the purpose for which you provided the data.
- ✓ In all other cases, your data will be deleted or anonymised, to the extent possible, if we have not had contact with you for more than 2 years, unless we have a legitimate interest in processing them for a longer period.

1.7 WILL MY DATA BE SHARED WITH THIRD PARTIES?

We do not provide your personal data to third parties, unless this is necessary in the context of the execution of an agreement that you conclude with us or in which you are a data subject, or if you request us to do so yourself.

Your personal data may be shared with competent authorities if we are obliged to do so by law or in the context of legal proceedings or to safeguard and defend our rights. In the event of a takeover by a third party in which assets are transferred to a third party, your personal data may also be included.

Where applicable, we ensure that agreements are in place with other parties (sub-processors) to ensure lawful, proper and transparent data processing. For the processing of data, we work with organisations that apply the same level of security and confidentiality of data as we do ourselves.

Third party websites and social media buttons

This privacy statement does not apply to third party websites that are connected to our website (through a possible link). We cannot guarantee that these third parties will handle your personal data in a reliable or secure manner. We recommend that you read the privacy statement of these websites before using them.

Our websites may include buttons to promote and share web pages or information on social networks such as Facebook, LinkedIn and X. These buttons work by means of pieces of code that originate from these social networks themselves. We have no influence on this. Read the privacy statement of these networks to find out what they do with (personal) data that they can obtain from you (via cookies).

Transfer to third countries

There will be no transfer of personal data outside the European Economic Area (EEA). Should a transfer nevertheless occur, this transfer of personal data outside the EEA to a third party, that has its residence or registered office in a country that is not covered by an adequacy decision issued by the European Commission, will be governed by a specific transfer agreement containing standard contractual clauses as defined in the 'Decision of the European Commission of 5 February 2010 (Decision 2010/87/EC)' or is based on any other mechanism under the GDPR.

1.8 ARE MY PERSONAL DATA SAFE?

We take appropriate organizational and technical data protection measures to prevent misuse, loss, unauthorized access and other unwanted actions with your personal data. These measures are included in our information protection policy / data protection policy. Our protection measures are continuously reviewed and updated in accordance with the latest technology.

The measures we take comply with the relevant laws and regulations that our organization must comply with in this context. If your organization must comply with specific legislation with regard to the processing of personal data, and it follows from this that your supplier must also be able to meet these conditions, we advise you to contact us. Our contact details are stated at the bottom of this policy.

1.9 COOKIE POLICY

Our websites use cookies. A cookie is a small file that is automatically stored on your computer when you visit our websites. This can be used to store your preferences, for example, so that you do not have to re-enter your preferences each time you visit. You can disable or personalize the use of cookies via your browser.

Our website keeps track of visitor data. The IP address of your computer can be registered and used for statistical analyses of visitor and click behaviour on the website. This allows us to further improve the functioning of websites, including the findability of information, where possible. Our cookie statement <https://alistar.net/nl/cookies-policy/> contains further information about the use of cookies and which personal data are processed in this context.

1.10 COMPLAINTS

If you have a complaint about the processing of your personal data, you can report your complaint by e-mail to privacy@alistar.net. You can also report complaints about the processing of your personal data to the Data Protection Authority (BE) or the Dutch Data Protection Authority (NL).

1.11 HOW DO I STAY INFORMED ABOUT CHANGES?

Our privacy policy may change from time to time. We therefore invite you to regularly read the latest version of this policy on our websites. We publish changes where relevant on our websites or via other usual communication channels. When required by law, we ask for your prior consent for (new) processing activities.

Last modification date: 22-01-2025, version 2.0.

1.12 CONTACT

Alistar

Gent Head office

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9051 Sint-Denijs-Westrem, BE

DPO: Ronald Everts

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