

# PRIVACY & COOKIES POLICY

Date: September 2019

## Introduction

This is the Privacy & Cookies Policy of Eurofit Group (hereinafter "Eurofit"). This document explains Eurofit's policies for the collection, use, and disclosure of personal information and it applies to all websites, (mobile) applications, products and services offered by Eurofit, unless expressly stated otherwise. This Privacy & Cookies Policy applies in combination with Eurofit's Terms of Use (available at [https://www.eurofitgroup.com/legal/Terms\\_of\\_use.pdf](https://www.eurofitgroup.com/legal/Terms_of_use.pdf)), which apply to any use of our website.

When visiting our website, a pop-up will appear that refers to our Privacy & Cookies Policy for more information. Also, this pop-up will ask you to allow us to use the third parties cookies integrated on our website.

## The information we collect and how we use it

### When you visit our website

When you visit our website, we will ask your permission to receive your computer's internet protocol (IP) address (for example using cookies) in order to provide us with information that helps us learn about your browser and operating system, to allow us to improve our website, products and services. Permission is granted by clicking the "agree" button. Ignoring or merely closing the pop-up implies the permanent presence of the pop-up on the page or the reappearance of the pop-up when visiting a next page.

### When you submit data, questions and/or requests through our website

Personal data are collected when you submit the data yourself, on an explicitly voluntary basis, for example using the contact form on our website. When submitting such data you will be asked to give consent that such data may be collected, processed or used for the purpose of making contact, carrying out contracts or for other purposes indicated by yourself.

We may ask you to provide personal information when you submit a request with Eurofit, for example to receive information on our products and services or other commercial information, to be invited to our events and/or in case you submit any other questions or requests. This information may include contact information (e.g. name and surname, e-mail address, address, phone number, professional information) and information relating to your request. In such cases, Eurofit will also ask your consent to process this information or will process your information solely to the extent necessary for processing and answering your question or request, while we may also process this information for statistical purposes.

### When you receive our e-mail marketing

If you consented to receiving our e-mail marketing, you authorize Eurofit to follow-up on your responses to our communications. This includes customizing and targeting our messages, pursuant to our analyzing and predicting your preferences, to avoid excess mailing and to send you only those messages that we believe may be of interest to you.

### Customer information

If you are a customer of Eurofit, as part of the buying and selling process, we collect the personal information you give us such as your name and surname, address or email address and payment information. This information is necessary to process your transaction, to aid in the provision of our products and services (including accounting, billing and collections) and for Eurofit's customer service (including after sales, guarantee and security). This is a contractual requirement, to allow us to perform or prepare the transaction you demanded. In case the aforementioned information is not provided, it may be impossible to carry out the transaction.

Eurofit may preserve this customer information for at least 7 years after the completion of the transaction. Also, we may process this information for statistical purposes and to evaluate our services.

### Business transactions

You accept that Eurofit may disclose personal information to an affiliated entity in relation to Eurofit selling, buying, restructuring or reorganizing (parts of) businesses or assets (including for diligence purposes prior to such transactions), given Eurofit's legitimate interests in this respect, provided that such affiliate abides by this Privacy & Cookies Policy or a similar one. In the event of any sale, merger, reorganization, restructuring, dissolution or similar event involving our business or assets, personal data may be part of the transferred assets.

In addition, you acknowledge that such disclosure may be necessary to allow third parties to audit Eurofit's operations, which is also justified by Eurofit's legitimate interests.

You have the right to object to the above and pursuant to your request Eurofit will no longer process this information, except where i) Eurofit can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms; or ii) such is necessary for the establishment, exercise or defense of legal claims.

### Legal Requirements

Notwithstanding the general terms of this policy, the collection, use, and disclosure of personal information may be made outside of the terms of this Privacy & Cookies Policy to the extent provided for in any applicable privacy or other legislation in effect from time

to time. In particular, Eurofit may disclose personal information if required to do so by law or in the good faith belief that such action is necessary to i) comply with a legal obligation, ii) protect and defend the rights or property of Eurofit or its affiliates, iii) act in urgent circumstances to protect the personal safety of users of the website or the public, or iv) protect against legal liability.

### Other uses of information

If Eurofit wishes to use your personal information for mailings, marketing and other commercial purposes than those mentioned in the above, this will only be done with your consent.

Eurofit may use aggregate or anonymous information for various uses, both for itself and third parties.

In any case, we may process personal data for statistical purposes, for example to evaluate our services.

### Retention period

In principle we retain your personal information for a period of 2 years, except where another time period is expressly mentioned.

## Consent

### How we ask for your consent to use cookies

When you visit our website for the first time, a pop-up appears that will refer to our Privacy & Cookies policy for more information. Also, the pop-up will ask you to allow us to use third parties cookies, which implies that we receive your IP-address.

### How you can withdraw your consent

If you gave your consent to process your personal data, you may withdraw it at any time by contacting us using the options mentioned below. In such case, Eurofit may demand that you provide proof of your identity prior to registering such withdrawal. Withdrawing your consent will have effect from this point in time forward and cannot affect the lawfulness of processing based on your consent before such withdrawal.

## Who we share this information with

Eurofit does not share personal information with any third parties except as disclosed in this Privacy & Cookies Policy or in case unless you explicitly indicated that this is your wish. Eurofit may provide personal information to its subcontractors and professional advisers (which shall be bound by privacy obligations) to assist Eurofit's uses disclosed in this Privacy & Cookies Policy and/or to audit Eurofit's operations.

We may also disclose your personal information if we are required by law to do so. If you consented, we may disclose your information to third-parties with whom we collaborate.

In any case, Eurofit will not transfer personal information to countries outside of the European Union for which the European Commission has not rendered an adequacy decision or if no appropriate or suitable safeguards are provided.

## Security

To protect your personal information, we and our service providers take reasonable precautions and apply generally recognized security standards to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

Personal information is stored in a combination of paper and electronic files. They are protected by security measures appropriate to the nature of the information.

## Cookies

We use cookies for the convenience of our users, in case consent is given. Firstly, Eurofit uses strictly necessary cookies that are necessary for the website to function. These cookies are essential in order to enable you to move around our website and so cannot be disabled. Secondly, Eurofit also uses the following performance third parties cookies:

- **Google Analytics:** Google Analytics is a web analytics service provided by Google, Inc. ("Google"), to help us see how our website is used. In doing so information about your use of our website, including your IP address, may be transmitted to Google and stored on servers in the United States. The data collected by Google Analytics is used to analyze how frequently the same people revisit our website, and which pages are most frequently viewed. This information is combined with data from thousands of other users to create an overall picture of our website use, and is never identified individually or personally and is not linked to any other information we store about you.
- **Google Maps:** Google set a number of cookies on any page that includes a Google Map. While we have no control over the cookies set by Google, they appear to include a mixture of pieces of information to measure the number and behavior of Google Maps users.
- **Youtube:** The videos present on our website are linked to Youtube. Google set a number of cookies on any page that includes a Youtube video. Cookies will only be stored once the video has started. While we have no control over the cookies set by Google, they appear to include a mixture of pieces of information to measure the number and behavior of Youtube users, including information that links your visits to our website with your Google account if you are signed in to one. Information about your use of our website, including your IP address, may be transmitted to Google and stored on servers in the United States. This cookie does not identify you personally unless you are logged into Google, in which case it is linked to your Google account.
- **Social media cookies:** promotional social media buttons (e.g. the Facebook "Like" or Twitter "Tweet" button) may be implemented on our website. Using these buttons may imply the acceptance of cookies, installed by the social media platforms. Please check the social media's privacy statements to learn more about their functioning.

Eurofit's website can be visited with the performance third parties' cookies features turned off; however, in doing so you may experience difficulties when consulting the website and/or the user may find himself challenged for username and password information on multiple occasions, where applicable.

All your cookie preferences can be managed directly from within your own browser. Through browser preferences, it is possible to delete cookies installed in the past, including any Eurofit cookies. Depending on the browser you use, you may currently find the browser preferences by clicking the following hyperlinks:

- Google Chrome: ([https://support.google.com/chrome/answer/95647?hl=en&p=cpn\\_cookies](https://support.google.com/chrome/answer/95647?hl=en&p=cpn_cookies));
- Mozilla Firefox: (<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>);
- Apple Safari: (<https://support.apple.com/nl-nl/guide/safari/sfri11471/mac>);
- Microsoft Internet Explorer: (<https://support.microsoft.com/nl-nl/help/17442/windows-internet-explorer-delete-manage-cookies>).

## Links

Eurofit's websites may contain links to other websites which are not governed by this Privacy & Cookies Policy since they are managed by third parties. When you click on one of these links, you may be directed to another website. Eurofit is not responsible for the privacy practices of other websites and encourages you to read their privacy policy which may differ from ours.

## Rights relating to your personal data

You have certain rights related to our processing your personal data, including the right to access, request correction, deletion, restriction or transfer of, and object to processing of your personal data. You have the right to lodge a complaint with a supervisory authority that is competent for privacy and data protection (for example the Belgian DPA (Data Protection Authority, Gegevensbeschermingsautoriteit, Autorité de protection de données, Drukpersstraat 35, 1000 Brussels, Tel. +32 (0)2 274 48 00, Fax +32 (0)2 274 48 35, e-mail: [contact@apd-gba.be](mailto:contact@apd-gba.be)) regarding our processing of your personal data. In case we apply automated decision-making, such as profiling, you will be informed of the logic involved and the significance and the envisaged consequences thereof.

## General

Eurofit may amend this Privacy & Cookies Policy from time to time, without prior notification. If such amendments affect how Eurofit uses or discloses personal information already held by Eurofit in a material way, Eurofit will ask you to accept a new version of this Privacy & Cookies Policy once modified so please review it frequently. Changes and clarifications will take effect immediately upon your first use of our website after their posting on the website.

## Contact us

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information on Eurofit and/or regarding this Privacy & Cookies Policy, please contact us, free of charge, using the contact form on our website or at EURO-FITTING MANAGEMENT NV, 1930 Zaventem, Belgicastraat 11, 1st floor, CBE: 0464.360.675, T: +32/711.52.00 and e-mail: [info@eurofitgroup.com](mailto:info@eurofitgroup.com).