



BIS BUSINESS INFORMATION SYSTEMS Privacy Policy

General

BIS Business Information Systems N.V. ("BIS" hereinafter), is responsible for processing personal data in the manner described in this privacy policy. We process your personal data in accordance with the Dutch General Data Protection Regulation (Algemene Verordening Gegevensbescherming/AVG) and other relevant legislation. Our privacy policy regarding processing your personal data is described below.

Your privacy is important to us. When you make use of our services, you must be confident that we will handle your data with due care.

By using our services and website, you accept the applicability of this privacy statement in respect of those activities. We reserve the right to change our privacy policy at any time. We therefore recommend that you regularly read this privacy statement.

If you have any questions about the use of your personal data, please do not hesitate to contact us:

BIS Business Information Systems N.V.
Wayenborgstraat 1
2800 Mechelen
Tel: +32/15/287.487
Email: info@bis.be

The reason and basis for data processing

We process your personal data based on the following:

- Consent
- Preparing and fulfilling contracts
- Legitimate interest
- Legal obligation

If you are not a customer and you wish to receive information from us for which we require your personal data, your consent is the basis for processing that data. We also process your personal data, after obtaining your consent, in order to evaluate and improve our service provision. You can always retract your consent at any time.

If we have contact with you for the purpose of entering into an agreement, we process your personal data because it is required for finalisation of that agreement.

In addition, we may have a legitimate interest in processing your personal data; e.g. when resolving a dispute or conducting court proceedings. We may also have a statutory duty that requires us to process personal data; e.g. tax legislation.

Sharing your personal data with third parties

When preparing and fulfilling a contract, we may communicate your personal data to third parties, specifically providers of funding and suppliers.

We may communicate your personal data to third parties with which we have entered into a processor's agreement, specifically hosting providers and email marketing agencies. In addition, we may communicate your personal data if we are obliged to do so pursuant to a statutory provision or a court decision.

In all other cases, your personal data is only shared with third parties if you have given your express consent.

We do not communicate your personal data to third parties that are not registered as a business in the EU/EER.

Retention period

We will only retain your personal data for as long as required for the purposes identified in this privacy statement or insofar as retention is required for compliance with statutory obligations and for resolving disputes.

If consent is the basis for processing your personal data, we retain your personal data until you retract your consent.

We retain your personal data for no more than 5 years after the agreement with you reaches its term, or after resolving a dispute.

The retention period that we use does not exceed the final limitation period for any legal claim against you. We store a court judgement for 20 years.

If we process personal data pursuant to a legal obligation, we use the retention period specified by law.

Depending on the type of cookie, we store your data for a maximum of two years.

Cookies and Google Analytics

We use cookies on our website. A cookie is a small file that is sent by the website owner to the website visitor's hard disk where it is stored. As a result, the address of the website that has been visited is registered, along with data relating to the visit to the website, which allows the website owner (BIS) to keep a record of a number of statistics. For further information about the use of cookies, please refer to our 'Cookie Statement', which provides more details on this subject.

Google Analytics

Our website places a cookie that is associated with the "Analytics" service provided by the American company Google. We use this service to keep track of how visitors use the website and generate reports on that usage. Google may also transfer this information to third parties if Google is legally required to do so, or insofar as third parties process the information on Google's behalf. We have no control over this.

We have **not** given Google permission to use the analytical information obtained for other Google services.

The information that Google collects is anonymized to the greatest possible extent. We emphasize that your IP address is not shared. The information is transferred to servers in the United States and here, and stored by Google. Google states that it complies with the Privacy Shield principles and that it participates in the Privacy Shield programme run by the US Department of Commerce. This means that an adequate level of protection applies in respect of processing any personal data.

You can always reject cookies by configuring your browser accordingly. If you do so, the website, or parts of the website, may no longer operate properly.

Social media

We use social media buttons as shortcuts to Twitter, LinkedIn, Facebook, Instagram, YouTube, Google+ and Vimeo. You can use these buttons to find out more about us, or to share information about us. We are not responsible for the privacy policy of Twitter, LinkedIn, Facebook, Instagram, YouTube, Google+ and Vimeo in view of the fact that they determine how the social media buttons function. The buttons provided by these parties place a cookie so that they can track you when you use the buttons.

The privacy policy of these social media companies changes regularly. You can read the privacy policy of [Twitter](#), [LinkedIn](#), [Facebook](#), [Instagram](#), [Google](#) (that also applies to YouTube and Google+) and [Vimeo](#) by clicking the links included here.

Security

We take protection of your data seriously and have implemented appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification of your personal data.

We have implemented the following protective measures:

- Security software, such as a virus scanner and a firewall.
- SSL: we transmit your data via a secure internet connection. This is indicated by 'https' and the padlock in the address bar.

Your rights

You have the following rights:

Right of access

You are entitled to demand a copy of your personal data held by us. On request, we will provide an overview of your personal data that we process, the basis on which we process that data, the retention periods, the organisational and technical measures that we have implemented and whether we share your information with third parties.

Right to rectification

You are entitled to ask us to rectify any data relating to your person that is incorrect or incomplete. If necessary, we will rectify and complete your personal data.

Right to be forgotten

You are entitled to ask us to erase your personal data. We only have an obligation to honour your request in any of the following situations:

- If your personal data is no longer required for the purposes for which it was originally collected or otherwise processed;
- If you retract your consent and we have no other legal basis for processing your personal data;
- If you object to processing and we have no legitimate reasons that justify processing;
- If your personal data has been unlawfully processed by us;
- If your personal data must be erased in order to comply with a statutory obligation to which we are subject.

Right to restriction of processing

You are entitled to request us to restrict processing of your personal data in any of the following situations:

- If you dispute the accuracy of your personal data, you may request a restriction on its processing for a period that enables us to verify the accuracy of your personal data;
- If the processing is unlawful and you do not want your personal data to be erased, you may request a restriction on its processing;
- If we no longer require your personal data for our processing purposes, but you require your personal data for establishing, exercising or substantiating a legal claim;
- If you have objected to us processing your personal data and we are deliberating whether our legitimate reasons weigh more heavily than your legitimate reasons.

Right to object

You are entitled to object to processing of your personal data for reasons relating to your specific situation in any of the following cases:

- If processing your data is based on a legitimate interest of our company or fulfilment of a task of general public interest;
- If we use your personal data for direct marketing;
- If we use your personal data for scientific or statistical purposes or historical research.

We may reject your request if we have compelling legitimate grounds that outweigh your interests, or if processing takes place in order to establish, exercise or substantiate a legal claim.

Right to data portability

You are entitled to receive the data that you have supplied to us in a structured, commonly used and machine-readable form in order to transfer the personal data to another processor. If requested to do so, we can transfer the personal data for you as long as this is technically feasible.

The right to data portability can only be exercised when the following two criteria are satisfied:

- processing is based on your consent or performance of a contract; and
- processing takes place via automated procedures.

You can send us a request in order to exercise one or more of the above rights. For security reasons, we reserve the right to verify your identity before processing your request. If your request is disproportionate or manifestly unfounded, we can charge a reasonable fee for fulfilling it.

You can send your request to us by email using the email address specified in this privacy statement. Please be as specific and accurate as possible in your email. Please always state which right you wish to exercise and your reasons for doing so.

We will inform you of the way in which we will respond to your request within one month. If it is not possible to comply with your request within one month, we will inform you accordingly. If we are unable to comply with your request, we will inform you accordingly and state our reasons.

Complaint

In the event of a complaint or problem, we kindly request you to contact us first in order to reach a solution. You are entitled to submit a complaint to the Data Protection Authority (Autoriteit Persoonsgegevens) at any time if you believe that your rights have been violated.

Changes to our privacy policy

We reserve the right to supplement or change this privacy statement. The most recent version of our privacy statement is available on our website.

Our privacy statement was last supplemented and/or changed on 12 July 2018.