

# PRIVACY STATEMENT

Version: Bekina-Rev.A | Date: 7/01/2025

The purpose of this privacy statement is to inform you about how the entities under Bekina nv collect, process and use your personal data, both in general and when you visit their website. Data processing is always carried out in accordance with the General Data Protection Regulation (GDPR) and all other applicable privacy and data protection legislation.

## 1. THE DATA CONTROLLER

The controller of your personal data is:

- The public limited company **BEKINA**, with registered office at Berchemstraat 124, B-9690 Kluisbergen and with company number 0403.664.114.

The data controller as indicated above may use your personal data for the purposes described in this Privacy Statement, possibly in collaboration with the public limited company BEKINA, with registered office at Berchemstraat 124, B-9690 Kluisbergen and with company number 0403.664.114, which in that case is classified as joint data controller. These processes are indicated with an asterisk under section 3.

If you have any questions or would like more information regarding this privacy statement and the processing of your personal data, you can contact us via the following channels:

- By letter to the address Berchemstraat 124, B-9690 Kluisbergen
- By email via [DPO@bekina.be](mailto:DPO@bekina.be)
- By phone at +32 (0)55 39 00 20

## 2. PERSONAL DATA

### 2.1. What is personal data?

Personal data is any information through which a natural person can be identified or is identifiable. This includes contact details such as your name and email address, as well as your IP address, your preferences, financial data, etc.

### 2.2. What personal data we process

The personal data that we generally collect and process about you always depends on your relationship with us (customer, supplier, website user, applicant, etc.). In section 3 of this privacy statement you can find an overview of the processed personal data, the source, the purpose of the processing, the retention period and the processing basis per processing activity.

## 3. PROCESSING OF PERSONAL DATA

We ensure that your personal data is processed in compliance with applicable laws, in an appropriate and relevant way, and that this processing is limited to what is necessary for the respective purposes. Further information on the processing activities can be found below:

### 3.1. Use of the website\*

When you visit our website, we process both electronic identification data and data regarding your use of the website to ensure the functionality and security of the website. This includes, among other things, IP addresses and cookies.

More information about this and the legal basis can be found in our Cookie Statement at <https://www.bekina-corporate.be/cookie-policy>.

You can also use our contact form on our website:

Legal basis:	Legitimate interest		
Personal data	Method of acquisition	Retention period	Recipients
Contact details	Directly	Date of processing request	
Identification data			
Other information you provide			

### 3.2. Social media\*

We use social media to provide you with information. You can always contact us through these channels. We use your data to respond to and process your questions, complaints or comments. In addition, we also monitor all information published about our company on social media. Your data may thus be stored by us for this purpose.

Legal basis:	Legitimate interest		
Personal data	Method of acquisition	Retention period	Recipients
Contact details	Directly		
Identification data			
Other information you provide			

As the operator of our social media pages, we are jointly responsible with the respective social media platform for the processing of your personal data when you visit these pages.

The terms of use of the social media platforms always apply. By using these services, you have accepted their terms. More information about how these platforms process your data is available on their respective websites. We are not responsible for the processing of your data by these service providers.

Platform	Hyperlink
Facebook	<a href="https://www.facebook.com/privacy/policy">https://www.facebook.com/privacy/policy</a>
LinkedIn	<a href="https://www.linkedin.com/legal/privacy-policy">https://www.linkedin.com/legal/privacy-policy</a>

We also use social media marketing services to provide commercial information to customers or similar audiences. This is always done in accordance with the social media terms and conditions that you have accepted.

### 3.3. Direct marketing

When you have entered into a contract with us, we may use your information to keep you informed of relevant promotions, benefits or information about our company. For this purpose, your purchase data and the insights derived from it are used.

If you no longer wish to receive updates, you can ask to be removed from our database at any time (see section 6.3 of this privacy statement).

<b>Legal basis:</b>	Legitimate interest		
<b>Personal data</b>	<b>Method of acquisition</b>	<b>Retention period</b>	<b>Recipients</b>
Contact details	Directly	Until deregistration	Processors
Identification data			
Professional details			

You can also subscribe to our newsletters via our websites. In that case, we will process your data based on the consent you have given. You can unsubscribe at any time (see section 6.3 of this privacy statement).

<b>Legal basis:</b>	Permission		
<b>Personal data</b>	<b>Method of acquisition</b>	<b>Retention period</b>	<b>Recipients</b>
Contact details	Directly	Until deregistration	Processors
Identification data			
Professional details			

### 3.4. Customer satisfaction surveys

When we want to measure your satisfaction, for instance after a purchase or interaction with our customer service, we may invite you to share your feedback. To send this invitation, we process your name, email address, purchase date, and the product in question. If you participate in a customer satisfaction survey, we will also process the scores you give and any other comments you provide.

After the retention period has expired, only anonymized reports of the satisfaction surveys will be kept.

<b>Legal basis:</b>	Legitimate interest		
<b>Personal data</b>	<b>Method of acquisition</b>	<b>Retention period</b>	<b>Recipients</b>
Contact details	Directly	1 year	
Identification data			
Purchase details			

### 3.5. Applicants and recruitment

As part of the application process, we process your data to determine whether we wish to enter into an employment or collaboration agreement with you. We may receive this information directly from you (via email, letter, social media, website, etc.) or from a recruitment agency.

Legal basis: Legitimate interest			
Personal data	Method of acquisition	Retention period	Recipients
Identification data	Directly	5 years	
Contact details	Recruitment agency		
Educational and professional data			
Personal characteristics and behavioural data			
Leisure activities and interests			

### 3.6. Visitor registration\*

When you visit our buildings, we process your personal data to ensure the safety and proper functioning of our organization.

Legal basis: Legitimate interest			
Personal data	Method of acquisition	Retention period	Recipients
Identification data	Directly	2 years	Security company
Educational and professional data			
Data from your visit			

### 3.7. Customer management

The financial and other administration of customers, customer management and invoicing.

Legal basis:			
Personal data	Method of acquisition	Retention period	Recipients
Identification data	Directly	10 years	Processors (software)
Contact details			
Financial identification data			

### 3.8. Supplier management

Management of orders placed, payment to suppliers, etc.

Legal basis:			
Personal data	Method of acquisition	Retention period	Recipients
Identification data	Directly	10 years	Processors (software)
Contact details			
Financial identification data			

## **4. WHO YOUR PERSONAL DATA IS SHARED WITH**

### **4.1. General**

Inside Bekina nv: If necessary for the purposes for which your personal data is processed, your data may be shared with other entities within our group. These entities will only use your information for the purposes described in the privacy statement.

Outside Bekina nv: in certain cases we use service providers to process your information in connection with specific services we offer, or to send you information about products and services. We ensure that these service providers only have access to your data to the extent necessary to perform their tasks. In addition, we guarantee that they are bound by a duty of confidentiality and will never use your data for their own purposes.

### **4.2. Transfers abroad**

Your data will be stored in Belgium and within the European Economic Area (EEA). We may transfer your information to third parties who may process your information on our behalf abroad, but within the EEA, in accordance with our instructions. We always do this in accordance with the terms of this privacy statement and the applicable data protection regulations.

If your personal data is transferred to a country outside the EEA and the level of protection in that country is not equivalent to that in the EEA, we will take appropriate measures to protect your personal data (usually in the form of the European Commission's standard contractual clauses). In this way, we ensure that your personal data, when sent to third parties outside the EEA, is treated with the same care as in Belgium.

Please contact us if you would like further information on the specific mechanisms used by us when transferring personal data out of the EEA.

A list of processors, subprocessors and international transfers can be obtained upon first request.

## **5. SECURITY MEASURES**

We have implemented both technical and organizational security measures to prevent collected personal data from being destroyed, lost, falsified, altered, accessed without authorization, or accidentally disclosed to third parties, as well as to prevent any other form of unauthorized processing. We follow a tailored security policy that prioritizes the protection of your data.

Under no circumstances can we be held liable for any direct or indirect damage resulting from the incorrect or unlawful use of your personal data by third parties.

## **6. YOUR RIGHTS AND HOW TO EXERCISE THEM**

If you have a complaint, question, or concern regarding how we process your personal data, we kindly ask you to contact us through the channels listed in Chapter 1 of this privacy statement.

The public limited company BEKINA serves as the contact point for handling your requests if you wish to exercise your rights. You may, however, address your dated and signed request on the basis of the rights below to any of the joint data controllers. The public limited company BEKINA will, where appropriate, coordinate the cooperation between the joint data controllers to respond to the request.

When you contact us to exercise your rights, we will respond within one month. In exceptional cases, this period may be extended (up to a maximum of three months), but we will inform you within the first month of the reason for the delay. Whether or not you can exercise your rights depends on the nature of the processing and the legal basis.

Please ensure that you clearly indicate which right you wish to exercise and how you wish to receive the information (e.g. by email, by post, verbally, etc.). Please note that in some cases we may ask you for additional information to verify that we are dealing with the correct person.

Below you will find a schematic overview of which rights you have, depending on the processing basis on which the processing is based:

Legal obligation	Execution of agreement	Legitimate interest	Permission
<ul style="list-style-type: none"> <li>• Access</li> <li>• Rectification</li> <li>• Complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Access</li> <li>• Rectification</li> <li>• Erasure</li> <li>• Restriction of processing</li> <li>• Data portability</li> <li>• General objection</li> <li>• Complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Access</li> <li>• Rectification</li> <li>• Erasure</li> <li>• Restriction of processing</li> <li>• General objection</li> <li>• Objection to direct marketing</li> <li>• Complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Access</li> <li>• Rectification</li> <li>• Erasure</li> <li>• Restriction of processing</li> <li>• Data portability</li> <li>• Complaint</li> </ul>

### 6.1. Right of access

You have the right to know whether or not your personal data is being processed by us. If your personal data is being processed, you have the right to access this data in all our records, along with additional information about the purposes of processing, the categories of personal data, potential recipients of your data, the retention period, the complaints procedure, and more.

If possible, particularly when this does not compromise the rights and freedoms of others, you can receive a free digital copy of this personal data. Please note, however, that if you request multiple copies, we may charge a reasonable fee.

### 6.2. Right to rectification

As a data subject, you have the right to correct incomplete or incorrect personal data relating to you. The term 'rectification' means that you have the option to have incorrect data changed or deleted. Ensuring the accuracy and integrity of your personal data is essential to achieving our objectives.

### 6.3. Right to restriction of processing

As a data subject, you have the right to obtain restriction of processing if one of the following applies:

- a) the accuracy of the personal data is contested by the data subject, for a period enabling the data controller to verify the accuracy of the personal data;
- b) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of its use instead;
- c) the data controller no longer needs the personal data for processing purposes, but the data subject requires it for the establishment, exercise, or defense of a legal claim;
- d) the data subject has objected to the processing, pending the determination of whether the legitimate grounds of the data controller outweigh those of the data subject.

### 6.4. Right to object

You have the right to object to the processing of your personal data. The legislation provides for a general right to object, as well as a specific right to object with regard to direct marketing.

*a) General right to object*

You have the right to object to the processing of your personal data when this data is (i) incomplete in relation to the purposes of the processing or has been provided incorrectly, or (ii) when the recording, communication or storage of this data is prohibited, or (iii) when the data is stored for a period longer than the specified retention period.

If your personal data is being processed lawfully, you can still object to this processing under legal provisions of privacy legislation, based on important and legitimate reasons related to your specific situation.

To prevent further processing, you must provide us with a reasoned justification for your objection.

*b) Right to object to direct marketing*

You can object to the processing of your personal data for direct marketing purposes free of charge and without giving any reasons.

## **6.5. Right to withdraw consent**

If the processing is based on your prior consent, you have the right to withdraw that consent at any time.

## **6.6. Right to be forgotten**

Under the GDPR, you have the right to request the erasure of your personal data without undue delay in certain circumstances. These circumstances include, but are not limited to:

- The personal data is no longer necessary in relation to the purposes for which they were collected or processed;
- You withdraw your consent for specific purposes;
- The personal data has been processed unlawfully;
- The personal data must be erased to comply with a legal obligation.

## **6.7. Right to data portability**

In accordance with the GDPR, you have the right to request a copy of your personal data processed by us in a structured, commonly used and machine-readable format. This can be requested for both personal use and for transfer to a third party.

If technically feasible, you can request the electronic transfer of your personal data to a third party, provided you supply the correct contact details, including the transfer specifics, for that party.

## **6.8. Right to lodge a complaint with the supervisory authority**

You always have the right to lodge a complaint with the supervisory authority, in particular the Belgian Data Protection Authority:

Drukpersstraat 35, 1000 Brussels

Tel.: +32 (0)2 274 48 00

Email: [contact@apd-gba.be](mailto:contact@apd-gba.be)

[www.dataprotectionauthority.be](http://www.dataprotectionauthority.be).

## **7. HYPERLINKS**

This website, like other websites of Bekina nv, contains links to websites operated by companies outside Bekina nv. These other websites have their own privacy statements, which you should read carefully when visiting these websites. We are in no way responsible for the content of these websites or for the processing of personal data by these third parties.

## **8. COOKIES**

This website, like other websites of Bekina nv, use cookies to process information.

The processing of personal data collected in this way is based on our legitimate interest in ensuring the security and proper functioning of our website, as well as on your consent for analyzing the use of our website. For cookies other than those that are strictly necessary, we always ask your permission first.

For more information about cookies and how to manage your cookie preferences, please refer to our Cookie Statement at <https://www.bekina-corporate.be/cookie-policy>.

## **9. CHANGES**

This Privacy Statement is revised regularly to accurately reflect how we handle data. You will not be notified in advance of any changes. However, changes will be clearly highlighted on our website(s). The date of the last change can be found at the top of this statement.