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## PRIVACY STATEMENT

## VERSION MAY 15 2018

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In this privacy statement we explain which personal data we collect and use and for what purpose. We advise you to read this statement carefully.

This is the IBE-BVI website: <http://www.ibebvi.be>

Our postal address is: Z.1. Researchpark 280  
B-1731 Zellik

Our V.A.T.-numbers are:

For the BVBA: BE 0468 585 422

For the VZW: BE 0406 591 633

IBE-BVI is an independent institute that offers various services together to members and non-members via its website. In some cases we work together with other organizations or companies. We hereby process privacy-sensitive information, also known as personal data. We think it is very important that personal data is handled with care. Personal data are therefore carefully processed and secured by us. We adhere to the requirements of the privacy legislation. That means for example, that we:

- clearly state the purposes for which we process personal data. We do this via our privacy statement;
- restrict the collection of personal data to only the personal data that are necessary for the purposes for which they are processed;
- first ask you for explicit permission to process your personal data in cases for which they are processed;
- do not pass on your details to third parties, unless this is necessary to provide the requested service or when we are legally obliged to do so;
- when we share your data, make arrangements with third parties to ensure, among other things, that they are not used for other purposes;
- take appropriate security measures to protect your personal data and also request this of parties that process personal data on our instructions;
- respect your right to provide your personal information for your inspection, correction or deletion.

If you wish to contact us in response to his privacy statement, please use the following information:

Via phone: +32 (0)2 464 02 10 (Monday through Thursday: from 08.30 till 15.30 and on Friday till 15.30)

E-mail: Via the [contact form](#) on our website

Via mail: Z.1. Researchpark 280, B-1731 Zellik

## Use of personal data

BVI-IBE attaches importance to your privacy. Although most of the information on this site is available without personal details being provided, it is possible that the user is asked for personal information. This information will only be used in the context of customer management, to keep you informed of our activities and for newsletters. The user can, free of charge and on request, oppose the use of his data for direct marketing. To this end he will address his request to IBE-BVI, Z.1. Researchpark 280, B-1731 Zellik or via [packaging@ibebvi.be](mailto:packaging@ibebvi.be). Your personal data will only be passed on to third parties with whom IBE-BVI has entered into a processing agreement and only for the purposes described above.

In accordance with the law on the processing of personal data of 08/12/1992, the user has the legal right to inspect and correct his personal data. Subject to proof of identity (copy of identity card), you can send IBE-BVI, via a written, dated and signed request to Z.1. Researchpark 280, B-1731 Zellik, or via [packaging@ibebvi.be](mailto:packaging@ibebvi.be) a free written notification of your personal data. If necessary, you can also ask to correct the data that would be incorrect, incomplete or non-pertinent.

IBE-BVI may collect anonymous or aggregated data of a non-personal nature, such as browser type or IP address, the operating system you use or the domain name of the website from which you came to our website, or through which you leave it. This allows us to permanently optimize our website for the users.

E-mail addresses and other coordinates can only be obtained if you explicitly communicate them to us (for example via our contact forms and /or registration form for training courses, via referral to colleagues,...). This information can be used to contact you later with regards to our services.

This information is only used internally and is NOT passed on to other organizations for commercial purposes.

During a visit to the site, cookies can be placed on the hard disk of your computer and this only to better tailor the site to the needs of the returning visitor. These mini files or cookies are not used to check the surfing behavior of the visitor on other websites. Your internet browser allows you to prevent the use of cookies and to receive a warning when a cookie is installed or to delete the cookies from your hard drive afterwards. For this, consult the help function of your internet browser.

We have implemented the necessary security measures to minimize the risk of loss, unauthorized use or modification of information we receive on our site.

## Personal data

Depending on the services and functionalities that you use on our website, we may process the following personal data from you:

- name and surname;
- company details and address;
- e-mail address;
- function;
- V.A.T.-number;
- information that you enter yourself in an open field, for example a message in the contact form;
- information about your IBE-BVI membership;
- topics that you want to have tested;
- phone number.

## Purposes

We process the above data for one or more of the following purposes (depending on which services or functionalities you use):

- to process your enrollment for a training and to inform you about the course of the training;
- to process your registration for our membership and other services;
- to answer your questions or to handle your complaints by e-mail, by mail, by telephone or via social media;
- to process your complaint about one of our services or your reaction to one of our services and to possibly contact you about this;
- to find out which topics interest you and thus determine which services we can offer you;
- to communicate with you by sending electronic newsletters and/or mail;
- to send you personalized newsletters based on your interests;
- to process your application.

## Provision to third parties

We may pass on the information you have provided to third parties, if this is necessary for the delivery of the services you have requested as well as for sending our newsletters and training invitations or other announcements.

When we share your data with a third party, we provide, amongst other things (with an agreement), that your data will not be used for other purposes. We also agree that your data will be deleted as soon as they are no longer needed.

Furthermore, we will not share the information you provide with other parties, unless this is legally required or permitted. For example, it is possible that the police will request information from us in the context of fraud investigations. In that case, we are legally obliged to provide this information.

### Secure and store

We take appropriate security measures to limit abuse of and unauthorized access to your personal data. In this way we ensure that only the necessary persons have access to the data, that access to the data is protected and that our security measures are checked regularly.

We do not store the data longer than necessary. This means that we keep the data as long as necessary to deliver the service you have requested. The exception to this is the data that we have to keep longer because the law obliges us to do so.

### Third party websites

This statement does not apply to websites of third parties that are connected to our website by means of links. We cannot guarantee that these websites handle your personal data in a reliable or secure way. For more information about how they handle your data, always read the privacy statement of this website before using the relevant website.

### Minors

If you are 16 or younger, you may only use our website under the supervision of your parents or legal representatives.

### Changes tot his privacy statement

We may change this privacy statement from time to time. Changes will be published on our website. We never use your details without permission for other purposes.

It is therefore advisable to consult this privacy statement regularly, so that you are aware of these changes.

### Access and changes to your data

You have at all times the right to request your personal details, to have them corrected or to have them removed.

For this you should contact IBE-BVI via the following details:

Via phone: +32 (0)2 464 02 10  
Monday through Thursday from 8.30 till 16.30 and on Friday  
till 15.30

E-mail: Via the contact form on our website

Mail: Z.1. Researchpark 280, B-1731 Zellik

To prevent abuse, we ask you to identify yourself adequately when given a written request for inspection, this by sending a copy of a valid proof of identity.

### Privacy Commission

Of course we would be happy to help you if you have complaints about the processing of your personal data. If you nevertheless are unable to resolve the issue with us, then you also have the right to file a complaint with the privacy committee and this under the privacy legislation.

### Entry into force

This privacy statement came into force on May 17<sup>th</sup> 2018.