

## Privacy Policy

### 1. Introduction

Privacy and data security is and will remain a priority for Ampacimon. We would like to explain to you in a transparent way what we collect, store, share and use as personal data. This relates to the data of our customers, partners, suppliers, prospects, shareholders and staff members.

The purpose of this Policy is to explain what personal data we collect, for what purpose we collect and use it, and with whom we share it.

This Policy will help you understand our commitments to protect the confidentiality of the data.

In case of disagreement with the content of this Policy, you may at any time send an email to [claims@ampacimon.com](mailto:claims@ampacimon.com) to request the deletion of your data.

In the particular case of the personal data of the employees of Ampacimon, we also refer to the appendix to the Company Rules and Procedures concerning the respect of privacy and data protection.

### 2. Data subject rights under GDPR

The General Data Protection Regulation (GDPR) grants individuals certain rights related to their personal data. Unless they are limited by limited by applicable law, the following rights are granted to persons:

- Right of access: the right to be informed and to request access to the personal data we process;
- Right of rectification: the right to ask us to modify or update your personal data when they are inaccurate or incomplete;
- Right of deletion: the right to ask us to permanently delete your personal data;
- Right of restriction: the right to ask us to stop temporarily or permanently the processing of all or part of your personal data;
- Right of refusal:
  - the right to refuse at any time the processing of your personal data for personal reasons;
  - the right to refuse the processing of your personal data for direct marketing purposes;
- Right of data portability: the right to request a copy of your personal data in electronic format and the right to transmit such personal data for use by a third-party service;
- Right not to be subject to automated decision-making: the right not to be subject to a decision based solely on automated decision-making, including profiling, in the event that the decision has legal effect on you or produce a similar significant effect.

### 3. Types of personal data

We are required to process the personal data of our

- Customers and prospects (including customer contact persons)
- Suppliers
- Staff
- Independent Distributors
- Shareholders and members of the Board of Directors
- Company directors
- Visitors
- Etc.

We have the following types of data:

- *Identification and contact data*: in particular the surname, first name, address, telephone number, email address
- *Personal characteristics*: notably date of birth, mother tongue, sex, family situation
- *Professional data*: function, department, hierarchy
- *Banking and financial data*: bank account number, any information concerning credits or loans
- *Vehicle data*: for workers with company vehicles in particular; license plate, make and model of the car, fuel consumption, CO2 emission of the vehicle
- *Data relating to telephony and the use of the Internet*: for employees with a mobile phone and /or an Internet connection at home; volume of calls and data

#### **4. Collection of your personal data**

Ampacimon can collect your personal data in different ways:

- Directly from you: following a request for information, an estimate, a completed online form, etc.  
Through a third party: via a customer, a supplier, a partner
- Following networking activities, fairs and seminars

#### **5. Use of your personal data**

Ampacimon processes your personal data for the following purposes:

- To create and track customer and supplier accounts
- To provide services related to our business sector
- To communicate information, answer questions
- To undertake verification of customers, suppliers, partners, prospects
- For billing and accounting
- For administrative and legal files, particularly in the context of audits, legal requirements, insurance, etc.
- In the context of conflict management
- For the access, management and the security of the premises occupied by Ampacimon
- In the context of communications and marketing actions, including newsletters, Ampacimon website, the applications where Ampacimon is present
- Specifically within the framework of Ampacimon employees: to ensure personnel management, payroll, security, etc.

## **6. Sharing your personal data**

Ampacimon may, as part of its professional activities, share your personal data. We limit sharing your personal data to these categories of recipients:

- Internal services of the company itself (administrative department, sales, accounting, etc.)
- Our partners related to external service provision: notably data hosting companies, IT service providers, the payroll office, our insurance broker, our telephone and Internet service provider, our marketing partner, the responsible third parties' installation or maintenance of our products, etc.
- Authorities when required by law, including requests from tax authorities, in case of social inspection, or in response to a summons.

In no case shall we transmit your personal data directly to third parties for marketing purposes without your consent.

## **7. Data retention and deletion**

We keep your personal data only as long as necessary for legitimate and essential purposes for professional relations.

Upon your request, we will delete or anonymise your personal data so that you can no longer be identified, unless the law authorises or compels us to keep certain personal data, notably in the following situations:

- If there is an unresolved issue with your account, such as an unpaid or unresolved claim or dispute, we will retain the necessary personal data until the issue is resolved;
- If we are required to keep personal data as a result of legal, tax, auditing and accounting obligations, we will retain the necessary personal data for the period required by applicable law; and or
- If this data is required for our legitimate business interests, such as fraud prevention or security.

## **8. Security of personal data**

We are committed to protecting the personal data of our partners, customers, suppliers, employees, etc. We implement appropriate technical and organisational measures to protect the security of your personal data.

Ampacimon aims to ensure that data is protected against accidental or intentional destruction or loss, properly used and inaccessible to unauthorised persons.

In the context of international relations and exchanges, the data can be transferred, stored and processed in any country or territory in connection with Ampacimon, in order to guarantee the management of the commercial relationship or to provide services outside of Belgium.

When we transfer information outside the European Union, we provide adequate protection for the transfer of personal information.

## **9. Changes to this Privacy Policy**

We may make changes to this Policy. In case of modification of this Policy, we will inform you by means of adapted notifications, by email or communication on our website.

#### **10. Contact us**

Thank you for reading our Privacy Policy. If you have any questions about this Policy, please contact our Data Protection Officer at [claims@ampacimon.com](mailto:claims@ampacimon.com).