

## PRIVACY STATEMENT ARRANGED BV

*(this version 2.1 was last modified on 25 January 2025)*

Your trust is our most important asset and your privacy is therefore essential to us. This privacy statement (hereinafter referred to as the '**Privacy Statement**') applies to, among other things, **(i)** our website [www.arranged.be](http://www.arranged.be) and the associated subdomain names, and **(ii)** all (commercial) relationships between you as a natural person - contact person of the private limited company Arranged, with registered office at Meremweg 37C, 3740 Bilzen-Hoeselt, appearing in the register of legal entities of Antwerp, Tongeren division under number 0836.709.429 and known to the VAT authorities under number BE 0836.709.429 (hereinafter referred to as "**Arranged**", "**we**", "**us**") on the one hand, and Arranged on the other. Arranged acts in these relationships as data controller.

We would like to emphasise that we strive at all times to act in accordance with **(i)** the Belgian Law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data and/or **(ii)** the EU Regulation of 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC. This Privacy Statement contains information about the personal data we collect, as well as how we use and process this personal data.

Visiting the Website as well as creating an account implies your explicit acceptance (by communicating your personal data or opt-in) of the Privacy Statement and thus the way in which Arranged collects, uses and processes your personal data.

When you provide personal data to Arranged, for example by contacting us or entering into an agreement with us, we will process the personal data received in the manner specified in this Privacy Statement.

If we should wish to use your personal data for purposes that go beyond our mere business operations, we will request your explicit consent.

Arranged has a German sister company, which we hereinafter refer to as "Arranged GmbH".

Arranged will pass on your personal data to Arranged GmbH. This company also handles your personal data with the utmost care and in accordance with the applicable legislation.

Please read this Privacy Statement in conjunction with Arranged's terms of use and cookie policy.

### - **Types of (personal) data**

Arranged may collect and process the following (personal) data:

- ✓ Last name;
- ✓ First name;
- ✓ Gender;
- ✓ Title;
- ✓ Profession;
- ✓ E-mail address/fax;
- ✓ (mobile) telephone number;
- ✓ Delivery and billing address;
- ✓ Payment details;
- ✓ Preferred means of communication;
- ✓ Account name;
- ✓ Password;
- ✓ Company name;
- ✓ VAT number;
- ✓ All personal data contained in the free field of the contact form;
- ✓ All other personal data voluntarily transferred to Arranged, for example during correspondence.

What information Arranged has about you will differ depending on your relationship with Arranged (e.g. customer, prospect, supplier). If you would like to know more about this, be sure to read the section on “Your privacy rights”.

Arranged also collects anonymous information regarding the use you make of the Website, after you have given your consent by means of the cookie banner. For example, Arranged will automatically log which parts of the Website you visit, which web browser you use, which website you visited when you accessed the Website. We cannot identify you on the basis of this data, but it allows Arranged to compile statistics regarding the use of the Website.

#### - **Method of collecting personal data**

This personal data is collected by Arranged during or in the context of:

- ✓ Visiting the Website;
- ✓ Creating an account on the Website;
- ✓ Requesting samples and/or other product information;
- ✓ The execution of the contract;
- ✓ Requesting a quote;
- ✓ Being able to carry out order administration and order processing;
- ✓ Exchanging business cards;
- ✓ Filling in the contact form on the Website.

The personal data collected by Arranged is thus explicitly and voluntarily provided by you.

Arranged may have obtained your personal data as a result of contact with a third party. In that case, this third party has guaranteed that you have consented to the transfer of your contact details. If this is not the case and you wish to object to the processing, be sure to read the section on “Your privacy rights”.

Providing certain personal data is (sometimes) a prerequisite for enjoying certain services (e.g. gaining access to the account environment on the Website). In this respect, it is indicated which data is mandatory and which is optional.

#### - **Use of personal data**

Arranged may use your personal data for:

- ✓ The execution of the agreement (e.g. an order);
- ✓ Providing customer service (e.g. a quote);
- ✓ Sending physical/electronic non-commercial communication (newsletters, catalogues, etc.);
- ✓ Direct marketing;
- ✓ The creation of an account on the Website and the confirmation thereof;
- ✓ Exchange with sister companies that also operate under the AGOC BV holding. (e.g. Arranged GmbH)

The processing takes place on the following legal grounds, as applicable:

- ✓ You have given permission for the processing of your personal data for one or more specific purposes;
- ✓ The processing is necessary for the execution of the agreement with Arranged or to take measures at your request prior to the conclusion of an agreement;
- ✓ The processing is necessary to comply with a legal obligation incumbent on Arranged;
- ✓ The processing is necessary to protect your vital interests or those of another natural person;
- ✓ The processing is necessary for the performance of a task carried out in the public interest;
- ✓ The processing is necessary for the defence of the legitimate interests of Arranged or of a third party,

except when your interests or fundamental rights and your fundamental freedoms requiring the protection of personal data outweigh those interests (especially if you are a minor).

If you receive unwanted newsletters and/or direct marketing from Arranged BV or Arranged GmbH, be sure to read the section on “Your privacy rights”.

#### - **Transfer of personal data to third parties**

We will only pass on your personal data to third parties if this is necessary in the context of the execution of the agreement or to provide a service to you. In this context, your personal data may be disclosed to payment providers, software suppliers, transport partners, etc. If it is necessary for us to pass on your personal data to third parties in this context, the third party in question is required to use your personal data in accordance with the stipulations of this Privacy Statement.

Notwithstanding the foregoing, we may, however, disclose your personal data:

- ✓ To the competent authorities **(i)** when we are required to do so by law or in the context of legal proceedings or future legal proceedings and **(ii)** to safeguard and defend our rights;
- ✓ When Arranged or virtually all of our assets are acquired by a third party, in which case your personal data that we have collected will be one of the transferred assets.

Notwithstanding the foregoing, however, your personal data will not be sold, rented or passed on to third parties, unless we (i) have obtained your consent and/or (ii) have entered into a data processing agreement with the third party in question, which contains the necessary guarantees regarding the confidentiality and privacy-compliant handling of your personal data.

#### - **Storage of personal data**

Unless a longer retention period is required or justified (i) by law or (ii) as a result of compliance with another legal obligation, Arranged will only retain your personal data for the period necessary to achieve and fulfil the purposes, such as described in this Privacy Statement under “Use of personal data”. Your account details on the Website will be automatically deleted by Arranged BV if you have not requested a quote on the Website within a period of 12 months after registration.

If you would like to know more about this or if you wish to object to the storage of your personal data, please read the section on “Your privacy rights”.

#### - **Your privacy rights**

If you wish to exercise your privacy rights, as provided for by law and listed below, please contact [request@arranged.be](mailto:request@arranged.be) or complete the form for exercising your privacy rights and submit it by e-mail or regular mail:

- ✓ Right to access the personal data we hold about you;
- ✓ Right to rectification, completion or update of your personal data;
- ✓ Right to delete your personal data ("right to be forgotten") (Arranged would like to point out in this context that certain services will no longer be accessible or can no longer be provided if you delete certain necessary personal data or have it deleted);
- ✓ Right to limit the processing of your personal data;
- ✓ Right to portability of your personal data;
- ✓ Right of objection/opposition to the processing of your personal data.

You can exercise these rights free of charge by means of the above form. In addition, via your account, you can always verify, update and/or edit the personal data that you were required to provide when creating your account.

If you no longer wish to receive newsletters or information about our services, you can unsubscribe at any time by clicking on the “unsubscribe” button, as provided at the bottom of each e-mail from Arranged.

#### - **Security of personal data**

Arranged takes reasonable physical, technological and organisational precautions to protect your personal data and in particular to prevent (i) unauthorised access to your personal data, as well as (ii) loss, misuse or unlawful alteration of your personal data.

More specifically, Arranged takes the following security measures to limit the risks of misuse of and unauthorised access to personal data:

- logical access control, using passwords;
- encryption of passwords and of the storage files.
- security of network connections via Secure Socket Layer (SSL) technology;
- Web application Firewall;
- Anti-virus;
- Network segmentation;
- purpose-related access restrictions and compliance checks.

Notwithstanding (i) Arranged's security policy, (ii) the checks it carries out and (iii) the actions it takes in this regard, an infallible level of security cannot be guaranteed. No method of transmission or retransmission via the Internet, nor any method of electronic storage is 100% secure, such that Arranged cannot guarantee absolute security in this context.

Finally, the security of your account will also depend on the confidentiality of your password and other account information. Arranged will never ask for your password, nor will you be required to provide it yourself. If you have communicated your password to a third party, this third party will gain access to your account and your personal data via your password. In that case, you are personally liable for the actions taken as a result of the use of your account. Arranged therefore strongly recommends that you immediately change your password when you determine that someone has access to your account and contact Arranged right away.

#### - **Cross-border processing of personal data**

Arranged ensures that all personal data it collects and processes is only stored and processed within the European Union.

There is therefore no transfer or processing of your personal data outside the European Union.

#### - **Privacy Statement Update**

Arranged reserves the right to update this Privacy Statement. The most recent version can always be found on the website <https://www.arranged.be/en/privacy-statement/>

In this context, it is highly recommended to consult the Privacy Statement regularly to ensure that you are aware of any changes.

#### - Other websites

The Arranged Website may contain hyperlinks to other websites. When you click on one of these links, you may be taken to another website or Internet resource that may collect information about you intentionally or through cookies or other technologies. Arranged does not bear any responsibility, liability or power of control regarding these other websites or internet resources, nor their collection, use and distribution of your personal data. It is up to you to check the privacy policy of these other websites and Internet resources in order to assess whether they act in accordance with the Privacy Legislation.

#### - Complaints

If you are dissatisfied with the way in which Arranged has handled your questions or comments or if you have complaints about the way in which Arranged collects, uses and/or processes your personal data, you can submit a complaint to the Data Protection Authority.

#### - Contact Arranged

If you have any questions or complaints about the Privacy Statement or the way in which Arranged collects, uses or processes your personal data, please contact us:

- ✓ By e-mail: [request@arranged.be](mailto:request@arranged.be) or
- ✓ By post: Arranged BV, Meremweg 37C, 3740 Bilzen-Hoeselt (Belgium).