

ARRANGED BVBA PRIVACY STATEMENT

(this version 1-1 was last modified on 13 November 2019)

Your trust is our most important asset and your privacy is therefore essential to us. This privacy statement (hereinafter referred to as "**Privacy Statement**") applies to all (commercial) relationships between you as natural person – contact person of the private limited company Arranged, with registered office at Meremweg 37C, 3740 Bilzen, listed in register of legal persons of Antwerp, Tongeren Department, under number 0836.709.429 and with VAT number BE 0836.709.429 (hereinafter referred to as "**Arranged**", "**we**", "**us**") – and Arranged. In these relationships, Arranged acts as the controller or officer responsible for the data.

We wish to emphasise that we always try to act in accordance with **(i)** the Belgian Act of 30 July 2018 for the protection of privacy with regard to the processing of personal data and/or **(ii)** the EU Regulation 2016/679 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 about the way in which we use and process this personal data.

When you provide personal data to Arranged, for example when you contact us or conclude an agreement with us, we will treat the personal data received according to this Privacy Statement.

If we wish to use your personal data for purposes that extend beyond our mere business operations, we will ask you for your express consent.

Arranged has a German sister company, hereinafter referred to as "Arranged GmbH".

Arranged will transfer your personal data to Arranged GmbH. This company shall also handle your personal data with the utmost care and in accordance with the applicable legislation.

- **Types of (personal) data**

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

- ✓ Name;
- ✓ First name;
- ✓ Gender;
- ✓ Title;
- ✓ Occupation;
- ✓ E-mail address/fax;
- ✓ (Mobile) telephone number;
- ✓ Delivery and invoicing address;
- ✓ Payment details;
- ✓ Preferred means of communication.

The information Arranged has on you differs depending on your relationship with Arranged: e.g. customer, prospect, supplier. For more information about this, we refer you to the section "Your privacy rights".

- **Method of collecting personal data**

These personal data are collected by Arranged in the context of:

- ✓ Performance of the agreement;

- ✓ The ability to carry out order administration and order handling;
- ✓ Exchanging business cards;
- ✓ Completing the contact form on the website.

Arranged may have acquired your personal data via contact with a third party. In this case, the third party guarantees that you have agreed to the transfer of your contact details. If this is not the case and you wish to oppose the processing, we refer you to the section "Your privacy rights".

- **Use of personal data**

Arranged may use your personal data for:

- ✓ Performance of the agreement; (e.g. an order)
- ✓ Providing customer service; (e.g. a quote)
- ✓ Sending physical/electronic non-commercial communications (newsletters, catalogues, etc.);
- ✓ Direct marketing;
- ✓ Exchange with sister companies that also operate under the AGOC BVBA holding company. (e.g. Arranged GmbH).

If you receive unwanted newsletters and/or direct marketing from Arranged BVBA or Arranged GmbH, we refer you to the section "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 to fulfil our agreements or to provide a service to you. If it is necessary for us to transfer your personal data to third parties in this context, the third party in question is obliged to use your personal data in accordance with the provisions of this Privacy Statement.

Without prejudice to the foregoing, it is possible that we pass on your personal data to the competent authorities (i) if we are obliged to do so by law or in the context of (future) legal proceedings and (ii) to protect and defend our rights.

However, we will not sell or rent your personal data to third parties.

- **Storage of personal data**

We store your personal data only for as long as needed for our business operations.

This period differs according to the purpose for which we collected and processed the relevant data. In general, we keep the personal data for the period necessary to fulfil the intended purposes, as described in the section "Use of personal data".

If you wish to know more about this or if you wish to oppose the storage of your personal data, we refer you to the section "Your privacy rights".

- **Your privacy rights**

If you wish to invoke your privacy rights, as specified by law and listed below, please contact request@arranged.be or complete the form for exercising your privacy rights and deliver it to us 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 the deletion of your personal data ('right to be forgotten');
- ✓ Right to restrict the processing of your personal data;
- ✓ Right to data portability with respect to your personal data;
- ✓ Right to object to/oppose the processing of your personal data.

You can exercise these rights free of charge via the above-mentioned form.

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 contained in each Arranged e-mail.

- **Security of personal data**

Arranged takes reasonable physical, technological and organisational precautions with a view to protecting your personal data and in particular to prevent (i) unauthorised access to your personal data, as well as (ii) loss, misuse or wrongful modification of your personal data.

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

- Logical access control, using passwords;
- Encryption of passwords and storage files;
- Security of network connections via Secure Socket Layer (SSL) technology;
- Web application firewall;
- Anti-virus;
- Network segmentation;
- Targeted access restrictions and monitoring their compliance.

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

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

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

- **Updates to Privacy Statement**

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 strongly recommended to consult the Privacy Statement regularly to ensure that you are aware of changes.

- **Other websites**

The Arranged website may contain hyperlinks to other websites. Under no circumstances is Arranged responsible for the privacy policy or privacy practices of a third party.

- **Complaints**

If you have complaints about the way Arranged collects, uses and/or processes your personal data, you can submit a

complaint to the Privacy Commission.

- **Contact Arranged**

If you have any questions or complaints about the Privacy Statement or how Arranged collects, uses or processes your personal data, feel free to contact us:

- ✓ Via e-mail: request@arranged.be or
- ✓ Via regular mail: Arranged BVBA, Meremweg 37C, 3740 Bilzen (Belgium).