

PRIVACY STATEMENT

We understand that your trust in us, is **"RITEC BVBA"** most important asset (hereinafter referred to as "RITEC", "we" or "us"). As such, your privacy is essential for us.

This privacy statement (hereinafter referred to as "Privacy Statement") is applicable, inter alia, to **(i)** our website <https://www.ritec.be> (hereinafter referred to as the "Website"), when visiting the building/office **(ii)** and **(iii)** all (commercial) relations between Ritec and its customers, prospects and business partners.

This Privacy Statement includes information about the personal data collected by RITEC, as well as the manner in which RITEC uses and processes this personal data.

RITEC wishes to emphasize that it always attempts to act in accordance with **(i)** the Belgian Privacy Law of 8 December 1992 on privacy protection in relation to the processing of personal data and/or **(ii)** the EU Regulation of 2016 concerning the protection of individuals with regards to the processing of personal data, regarding the free movement of such data and repealing Directive 95/46/EC and **(iii)** all (future) Belgian laws regarding the implementation of this Regulation.

Visiting the Website, the purchase of products/goods and any communication with RITEC implies your explicit approval (through disclosure of your personal information or opt-in) of the Privacy Statement and consequently how we collect, use and process your personal data.

- Types of personal data

RITEC can collect and process the following personal data:

- ✓ Name
- ✓ Surname
- ✓ E-mail address
- ✓ Telephone number (landline and/or mobile phone)
- ✓ Salutation
- ✓ Fax number
- ✓ Company Name
- ✓ Company address
- ✓ Invoice address
- ✓ All personal data contained in the free field of the contact form
- ✓ All other personal data transferred voluntary to RITEC (for example during correspondence)

- Methods of personal data collection:

These personal data are collected in the context of:

- ✓ Visiting the Website
- ✓ Collaboration with RITEC
- ✓ Incoming and outgoing correspondence with RITEC
- ✓ Visiting the office/building of RITEC
- ✓ Requesting an offer

- ✓ Subscription to the newsletter
- ✓ Appealing on the services of RITEC
- ✓ The exchange of business cards

All personal data, collected by RITEC, are thus expressly and voluntarily provided by you.

- **Use of personal data**

RITEC can use your personal data for the following purposes:

- ✓ Performance of the agreement with RITEC (incl. follow-up thereof)
- ✓ Responding to questions (whether or not received through the contact form)
- ✓ Optimising the quality, management and content of the Website
- ✓ Sending newsletters
- ✓ Creating statistics
- ✓ Drawing up a quote
- ✓ Follow-up after a meeting
- ✓ Providing support/assistance (e.g. in case of problems)
- ✓ Issuing invoices and the collection thereof

Processing takes place on the following legal grounds, as the case may be:

- ✓ You have given consent to the processing of your personal data for one or more specific purposes
- ✓ Processing is necessary for the performance of the agreement with RITEC or in order to take steps at your request prior to entering into an agreement
- ✓ Processing is necessary for compliance with a legal obligation to which RITEC is subject

- **Disclosure of personal data to third parties**

RITEC shall not disclose your personal data to third parties, unless it is necessary in the context of performing the agreement and optimisation thereof (including but not limited to database management, for the delivery of services to RITEC (i.e. in the light of subcontracting), and for the accounting department). In this respect, your personal data may be disclosed to suppliers, data centres, transport partners, external IT-consultants and other service providers.

If it is necessary that RITEC discloses your personal data to third parties, the third party concerned is required to use your personal data in accordance with the provisions of this Privacy Statement.

Notwithstanding the foregoing, it is however possible that RITEC discloses your personal data:

- ✓ To the competent authorities **(i)** if RITEC is obliged to do so under the law or under legal or future legal proceedings and **(ii)** to safeguard and defend our rights
- ✓ If RITEC, or the majority of its assets, are taken over by a third party, in which case your personal data – which RITEC has collected – shall be one of the transferred assets

In all other cases, RITEC will not sell, hire out or pass on your personal data to third parties, except when it **(i)** has obtained your permission to this end and **(ii)** has completed a data processing agreement with the third party in question, which contains the necessary guarantees regarding confidentiality and privacy compliance of your personal data.

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

Any transfer of personal data outside the European Economic Area (EEA) to a recipient whose domicile or registered office is in a country which does not fall under the adequacy decision enacted by the European Commission, shall be governed by the provisions of a data transfer agreement, which shall contain **(i)** the standard contractual clauses, as referred to in the 'European Commission decision of 5 February 2010 (Decision 2010/87/EC)', or **(ii)** any other mechanism pursuant to privacy legislation, or any other regulations pertaining to the processing of personal data.

- **Storage of personal data**

Unless a longer storage period is required or justified **(i)** by law or **(ii)** through compliance with another legal obligation, RITEC shall only store your personal data for the period necessary to achieve and fulfil the purpose in question, as specified in the Privacy Statement under 'Use of personal data'.

- **Your privacy rights**

In light of the processing of your personal data, you enjoy the following privacy rights:

- ✓ Right of access to your personal data
- ✓ Right to rectification, completion or update of your personal data
- ✓ Right to delete your personal data ('right to be forgotten'). (RITEC wishes to point out that in this context certain services will no longer be accessible and/or can no longer be provided if you delete resp. request deletion of certain required personal data)
- ✓ Right to limit the processing of your personal data
- ✓ Right to transferability of your personal data
- ✓ Right to object to/oppose the processing of your personal data

If you wish to invoke your privacy rights please contact rik.vandenbussche@ritec.be.

- **Security of personal data**

RITEC undertakes to take reasonable, physical, technological and organisational precautions in order to avoid **(i)** unauthorised access to your personal information, and **(ii)** loss, abuse or alteration of your personal data.

RITEC shall store all personal data, which it has collected on-site and/or in the cloud with data centres in the EU.

Notwithstanding RITEC' security policy, the checks it carries out and the actions it proposes in this context, an infallible level of security cannot be guaranteed. Since no method of transmission or forwarding over the internet, or any method of electronic storage is 100% secure, RITEC is, in this context, not in a position to guarantee absolute security.

- **Update Privacy Statement**

RITEC is entitled to update this Privacy Statement by posting a new version on the Website. As such, it is strongly recommended to regularly consult the Website and the page displaying the Privacy Statement, to make sure that you are aware of any changes.

- **Other websites**

The Website may potentially contain hyperlinks to other websites. When you click on one of these links, you may be redirected to another website or internet source that could collect information about you through cookies or other technologies. RITEC does not bear any responsibility, liability or control authority over these other websites or internet resources, nor about their collection, use and disclosure of your personal data. You must check the privacy statements of these other websites and internet sources in order to be able to judge whether they act in accordance with the Privacy Legislation.

- **Contact RITEC**

If you have questions and/or remarks about this Privacy Statement or the manner in which RITEC collects, uses and/or processes your personal data, please contact us:

- ✓ Via e-mail: rik.vandenbussche@ritec.be
- or
- ✓ Via post: Vaart Rechteroever 227, 9800 Deinze

In case you are not satisfied with the way RITEC handled your questions and/or remarks or have any complaints about the way RITEC collects, uses and and/or processes your personal data, note that you have the right to lodge.