



LAB-V

## PRIVACY POLICY

*Last update: 14<sup>th</sup> of august 2020*

### 1. General information

Your privacy is very important to us. We aim to process your personal data in a correct, legal and transparent manner. In this privacy statement, we explain which personal data we collect and process regarding you as a natural person.

This privacy statement will from now on always refer to details about you as a customer, as a potential future customer or as another stakeholder, such as a beneficiary, contact person in a company, etc., as data.

We recommend that you carefully read through this information, so that you are well aware of the use we make of your data. This privacy statement will also provide you with more information about your privacy rights and how you can exercise them.

### 2. Who is responsible for this privacy policy?

LAB-V vof, with registered office at Lierssesteenweg 81, B 2640 Mortsel, Belgium, is responsible for the privacy policy. If you have any questions and/or comments, please contact the above-mentioned address, or e-mail address [info@lab-v.be](mailto:info@lab-v.be).

### 3. Changes to and update of the privacy policy

We can adapt the privacy policy at any time, for example in the context of changes to our services or to the applicable legislation. It is therefore important to regularly read through this privacy statement.

Where possible, we will inform you personally in the case of important changes, and will ask for your consent where necessary.

### 4. What personal data does LAB-V collect?

Depending on the services you use, LAB-V collects different types of personal data from and about you:

- **Data that you provide:**  
We collect the personal data you provide; such as your name, username or e-mail address, telephone number and address when you cooperate with us, when you provide us with information, when you apply for a job, when you interact with us during personal events or communicate with us in other ways.
- **Payment information:**  
If financial transactions are made in a partnership, we collect personal information; such as your credit or debit card number and other card information, account, verification, billing and shipping information to perform these transactions.
- **Information about your profession and employment:**  
In some cases, information about your profession and employer is kept to enable us to contact you efficiently.  
In the case of recruitment, applications or internships, we may also collect information relating to your career, evaluations, work organisation and salary.
- **Information from third parties:**  
In the course of collaborations with third parties, such as business partners, contractors, engineering firms and other design agencies, we may obtain their personal information, including data from the customers involved.

### 5. For what purposes do we use the compiled personal data?

- To be able to identify you;
- To be able to contact you;

- To be able to provide our services: we use personal data, ranging from contacts of building owners, customers, contractors, suppliers, partners to contacts with municipal authorities and other legal bodies necessary for the processing and realization of our services.
- In order to ensure that our collaborations run as smoothly as possible;
- To inform you correctly;
- To be able to analyse and improve our services;

## 6. Release of your personal data

We make certain personal information available to strategic partners who work with us in providing our services. We only share personal information with these companies for the purpose of providing or improving our services. They will not be shared with third parties for their own marketing purposes without your express prior consent.

Legal compliance and security:

Due to the law or as a result of legal processes, proceedings or requests from public or governmental authorities within or outside your country of residence, it may be necessary for us to disclose personal information. We may also disclose personal information when we determine that disclosure is necessary or appropriate for national security, law enforcement, and other public interest purposes.

We may also disclose personal information when we determine, in good faith, that disclosure is reasonably necessary to protect our rights and take advantage of available remedies, enforce our Terms and Conditions, investigate fraud, or protect our activities or users.

## 7. Your privacy

- **You can review your data**  
Please let us know if you want to view the data that we process about you. If you exercise your right of access, we will provide you with an overview of your data that is as complete as possible. It is possible that some personal details from traditional back-up files, log, history or archive files are not included in this overview. This data is not a part of the currently processed personal data, and is therefore not immediately available. It can therefore not be included. It is, however, removed from these files according to the standard clean-up processes.
- **You can have your data corrected**  
It may happen that some data that we have recorded about you is not (no longer) correct. You can request to have that data corrected or completed at any time.
- **You can have your data deleted**  
If you suspect that we are unlawfully processing certain data, you can request to have it deleted.
- **You can object to a specific use of your data**  
If you do not agree with the way in which we process certain data, you can object to this. We will grant this right of objection, unless there are compelling grounds not to do so, which is the case when we process data to combat fraud, for example.
- **You can sometimes refuse to have your data processed fully automatically**  
Some data processing operations and processes are fully automated, without human intervention. The logic of this automated process is then interpreted by ourselves at the time of the process. If you do not agree with the result of a fully automated process of this kind, please contact us.
- **You can request that your data should be transferred to a third party**  
You have the right to request that the personal data that you yourself have provided is transferred to you or directly to a third party. The privacy legislation provides for a number of restrictions with regard to this right, as a result of which it does not apply to all data.
- **You can exercise your rights**  
Always be as specific as possible if you wish to exercise your rights. This will enable us to handle your request concretely and correctly. We must be able to verify your identity as accurately as possible, however, in order to avoid someone else exercising your rights. For this reason, we can ask for a copy of your identity card to be attached to such a request.

## 8. Retention of your personal data

We use your personal data for a specific purpose. If we no longer have a purpose, the data will be deleted.

The starting point for storing your personal data is the statutory retention period (this is often up to 10 years after the end of a contract or after a transaction has been carried out), but may be longer if we wish to exercise our rights. If the law does not prescribe a retention period, the retention period may be shorter.

A wider time horizon may be necessary for some applications, for example, for carrying out studies, and for risk and marketing models. Some insights only become clear when viewed over a broader time frame. The retention period can therefore be extended by 10 years with respect to the standard retention periods. We will always break

the link with individual persons as quickly as possible, however, and will only work with aggregated or pseudonymised data.

## **9. The protection of personal data**

We believe it is important that your data is handled in a secure manner. Various security technologies and measures are therefore used to adequately protect your data against unauthorised access, use, loss or disclosure. Unfortunately, the exchange of information through the Internet is never 100% secure. Although we make every effort to safeguard the security of your data, we cannot guarantee this in absolute terms ourselves.

## **11. Contact**

Do you have a question or a remark? Please contact us via our e-mail address: [info@lab-v.be](mailto:info@lab-v.be). You can also write to us:

LAB-V vof  
Liersesteenweg 81  
B 2640 Mortsel