

# Cookie Statement

October 2023

## Introduction

EOS Contentia Belgium NV/SA with registered seat at FUTUR X CENTER, Boulevard Industriel 54 K 7700, Mouscron, BELGIUM, Company number/VAT BE 0454.609.009, M.A.E. – 206729 (hereinafter referred to as “EOS Contentia”), is the controller of your personal data. You can reach us via telephone on: +32 56 39 17 11. Our Managing Director is Mrs. Martine T’Jampens.

EOS CONTENTIA BELGIUM SA/NV uses cookies and similar tools on the EOS Contentia-website to improve the content and display of the Site. Please read this statement carefully to learn more about the information we collect through cookies when you use this Site. You are also advised to read EOS CONTENTIA BELGIUM SA/NV's privacy statement to understand how EOS CONTENTIA BELGIUM SA/NV will otherwise collect, transfer, disclose, process and use your personal data obtained by EOS CONTENTIA BELGIUM SA/NV when using this Site.

EOS Contentia’s Data Protection Statement can be found here <https://be.eos-solutions.com/en/privacy-statement-contentia> . This Cookie Statement complements the Data Protection Statement.

This Data Protection Statement does not apply to data processed by the other companies of the EOS Group. This is also the case if these other companies of the EOS Group, together with their contacts, are mentioned on our website and/or if their services are shown on our website. The other companies of the EOS Group will provide a separate data protection statement.

## General

EOS Contentia uses Cookies in order to respond best to each user of its Website, <https://be.eos-solutions.com/companies/contentia.html> (“Site”) or the portals on the Site,

such as the debtor and partner portal. By using Cookies, EOS Contentia has better knowledge of each user's preferences and can personalize the site to each user's expectations. The Cookies help identify each user's language of choice so that EOS Contentia can automatically select that language on the website.

## **1 Cookies**

### **1.1 What are Cookies?**

A Cookie is a small text file that is stored on your computer when visiting a website. This text file stores information that can be read by the website when visiting it again at a later date. Cookies can be installed by the server of the website you visit or by partners of that website. A website's server can only read the Cookies it has installed itself, and has no access to other information found in your computer or mobile device. Cookies are stored in the folder of your browser on your computer or mobile device. Cookies generally make the interaction between the visitor and the website faster and easier, and help the visitor navigate between the different parts of a website. Some of these Cookies are necessary because otherwise the site is unable to function properly. Other Cookies are convenient for the visitor: they remember your username in a secure way as well as your language preferences, for example. Cookies mean that you do not need to fill out the same information each time you visit a website.

When you access our website [eos-globalcollection.com](http://eos-globalcollection.com), the browser used on your device automatically sends information to our website's server. This data is temporarily stored in a log file. The following information is collected without your intervention and stored until it is automatically deleted after 3 days:

- o IP address retrieval from the computer,
- o date and time of access,
- o name and URL of retrieved file,
- o website from which access has occurred (referrer URL),
- o website retrieved from our website,
- o the browser of your computer and possibly the operating system as well as the name of your internet service provider.

The aforementioned data will be processed by us for the following purposes:

- o to ensure a problem-free connection to the website,
- o to ensure a comfortable use of our website,
- o to analyse system security, stability, and
- o for other administrative purposes.

The legal basis for processing the data Art. 6(1) Paragraph 1(f) of the GDPR. Our legitimate interests derive from the above-mentioned data collection purposes. Under no circumstances will we use the collected data for profiling or making automated decisions about your person. If you do so, the personal data you send via email will be stored. The legal basis for data processing for contact purposes is Article 6(1)(f) of the GDPR. If contact is made with a view to concluding an agreement, an additional legal basis for processing is Art. (6)(1)(b) of the GDPR.

## 1.2 Where do Cookies come from?

Based on the origin of Cookies, we make a distinction between first-party and third-party Cookies.

### 1.2.1 First-party Cookies

**First-party Cookies** are direct Cookies that we manage ourselves. They are specific to the Site or the EOS Contentia online service such as the debtor or partner portal. It is the online service that creates and places the Cookies in order to function properly, for example.

### 1.2.2 Third party Cookies

**Third party Cookies** are Cookies that are managed or placed by a third party and not by ourselves. This happens during your visit or use of a EOS Contentia online service. Third party Cookies therefore ensure that certain data is sent to third parties through your visit or use of an online service. These are, for example, social media Cookies or Cookies from advertisers, which ensure that you get to see advertisements. Although we do not manage or place these Cookies ourselves, we do our utmost to ensure that the placement of these Cookies by third parties via our platforms is as controlled as possible.

### **1.3 How does EOS Contentia use Cookies?**

EOS Contentia uses Cookies to help us provide you with a better user experience tailored to your personal preferences. By using Cookies EOS Contentia makes sure that you do not receive or need to enter the same information every single time you visit the EOS Contentia website. Cookies are also used to optimize the performance of the website. Different kinds of Cookies are used on EOS Contentias' Site:

- Necessary Cookies
- Functional Cookies
- Performance Cookies
- Advertisement Cookies
- Recommendations Cookies
- Social media Cookies

#### **1.3.1 Necessary Cookies**

These Cookies are indispensable for visiting our websites and using certain parts of the websites. For instance, they allow you to navigate between the different parts of the website, and fill in forms.

We use these Cookies to guarantee the following benefits, among others:

- Remember information that you enter or indicate on the various pages. This way, you do not always have to fill in or indicate all your data or preferences again.
- Save settings for an optimal video display, such as the desired buffer size and the resolution data of your screen.
- Read out your browser settings for an optimal display of our website on your screen.

- Fill in the advertising space on our website in the best possible technical way. This enables us to avoid that the same advertisements are shown all the time, advertisers can measure the impact of the advertisements, or we can detect and tackle possible abuses via the advertising space.
- Load the website evenly, so that it remains accessible at all times.

No permission is required for the use of these Cookies and they cannot be disabled.

### **1.3.2 Functional Cookies**

Functional Cookies are Cookies that make it easier for our websites to work, make them more pleasant for visitors, and ensure that you have a more personalized browsing experience. For example, these Cookies can remember your language choice and customer segment.

### **1.3.3 Performance Cookies**

We use performance Cookies to obtain information about visitors' use of our websites, in order to improve the content of our websites, adapt them to the wishes of visitors, and make them more user-friendly. For instance, there is a Cookie that counts the number of unique visitors, and a Cookie that keeps track of the most popular pages.

Performance Cookies are also called statistical Cookies. They collect general information about how our online services are used. We may make statistical analyses of the information we obtain in this way. How did you end up on our webpage? Which (mobile) application do you spend most of your time on? Thanks to statistical results we can make the structure, navigation and content of our online services as user-friendly as possible. We also use this data to report on EOS Contentia performance or in the context of surveys in which we participate.

#### **1.3.4 Advertisement Cookies**

Advertisement Cookies track your browsing behavior on our websites to build your user profile. This profile is then used to show you advertisements that match your personal interests.

Advertisement Cookies can only collect data that tells you something about your use of the website. Personal identification data such as your name or address, which you have entered in your EOS Contentia profile, for example, will not be used for this purpose. We will always ask for your permission to display customized ads on our online services. We do this through the Cookie settings that appear on your screen when you use our online services. You can also revoke your consent using the same settings at any time.

For your understanding, even if you have not given your consent, you will still see or hear advertisements on our online services. This advertising will then only be less relevant, because it will not be adapted to your likely interests. So we leave it up to you to choose whether or not to receive tailored advertisements.

Cookies for remarketing – This website uses Cookies which, based on the pages you visit on this website, keeps a tally of the products or services you may be interested in. Through these Cookies and with the tools of the Google advertising network (Google Analytics), we can show you ads on other websites that are part of Google’s advertising network for products and services you may be interested in. This technique is called “remarketing”. These Cookies do not contain any personal data.

#### **1.3.5 Recommendation Cookies**

Recommendation Cookies - just like advertising Cookies - follow your browsing behavior to create your user profile. That profile is then used to give you an online experience that matches your interests. These Cookies tell us something about your use of our online services so that we can make more targeted recommendations and suggestions. Furthermore, these Cookies ensure that the information you have already viewed do not appear as suggestions again. In this way, we hope to bring you into contact with new information that you might find interesting and that you might not have thought of right away.

### **1.3.6 Social Media Cookies**

Social Media Cookies are used to enable the integration of social networking sites on our websites. Our online services may contain embedded elements from third parties. This may be content stored with another party but displayed on, in or via our online services. In addition, EOS Contentia content can be shared by buttons on social networking sites on our online services. Examples of these social media are Facebook, Google+, YouTube, LinkedIn and Twitter. These third parties may place Cookies on our online services in order to collect data. We ourselves have no influence on what those social media do with their Cookies. For more information about these Cookies, we would like to refer you to the statements that these third parties provide on their own websites. Please note that these statements may change from time to time.

## **1.4 How long will Cookies last**

Based on the existence of Cookies, we make a distinction between temporary and permanent Cookies.

**Temporary Cookies** are stored temporarily in your browser or (mobile) application. This means that those Cookies are deleted as soon as you close your browser or (mobile) application.

**Permanent Cookies** remain on your computer or mobile device, even if you have closed your browser or (mobile) application. Thanks to permanent Cookies we can recognise you when you visit our website or (mobile) application again later. Persistent Cookies remain on your device until a pre-defined end date is reached, until a new Cookie is installed, or until you delete them via the settings of your browser, (mobile) application or mobile device.

You can check the retention periods per Cookie in the list below.

## 1.5 Which Cookies are used on the EOS Contentia website?

Essential Cookies cannot be refused if you want to surf on the EOS Contentia website. All other Cookies can be declined if you want to surf on the EOS Contentia website.

You will find below a list of the Cookies we use with their function:

### 1.5.1 List of the necessary Cookies

These Cookies are indispensable for visiting our websites and using certain parts of the sites. They are essential to be able to access features and basic functions on our website. The website cannot function properly without these Cookies, therefore they must always remain active.

Name	Java Session Cookie
Provider	Owner of this website
Goal	This cookie is used by the application server and is essential for the correct functioning of the application software. No personal data is stored here.
Cookie name	jsessionId
Cookie expiration date	Session cookie - deleted as soon as you close your browser.

Name	cookieconsent_status
Provider	Owner of this website
Goal	Necessary cookie that stores your confirmation of the cookie banner.
Cookie name	cookieconsent_status



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Cookie expiration date 30 days

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### 1.5.2 List of the functional Cookies

These Cookies are created to make it easier for our websites to use, make them more pleasant for visitors, and ensure that you have a more personalized experience. For example, these Cookies can remember your language choice and your favourites.

Name	VISITOR
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Provider	Owner of this website
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Goal	We use this cookie to offer personalized content.
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Cookie name	VISITOR
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Cookie expiration date	Session cookie - deleted as soon as you close your browser.
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Name	NEW_Visitor
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Provider	Owner of this website
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Goal	We use this cookie to offer personalized content.
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Cookie name	ne w_visitor
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Cookie expiration date	1 day
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### 1.5.3 List of performance/analytical Cookies

These Cookies are used specifically for gathering data on how visitors use a website, which pages of a website are visited most often, or to alert an error message on a web page. These Cookies only monitor the performance of the site as the user interacts with it. These Cookies don't collect identifiable information on visitors, which means all the data collected is anonymous and only used to improve the functionality of a website.

The tracking measures listed below and used by us are carried out on the basis of Art. 6(1) Paragraph 1(f) of the GDPR. We use these tracking measures to ensure that our website is designed according to the requirements and optimised on a continuous basis. We also use the tracking measures to collect statistics on the use of our website and analyse these in order to optimise our offer for you. These interests must be considered legitimate within the meaning of the GDPR. The respective data processing purposes and data categories can be found in the corresponding tracking tools in this section.

### 1.5.4 Siteimprove Analytics

This website uses Siteimprove Analytics, a web analytics service provided by Siteimprove. Siteimprove Analytics uses "cookies", which are text files placed on your computer, to help EOS Contentia analyse how visitors use the Site. The information generated by the cookies about visitors' use of the Site is stored and processed by Siteimprove on servers in Denmark. IP addresses are irreversibly anonymised before data is made available in the Siteimprove Analytics or Intelligence Suite for EOS.

Name	nmstat
Provider	Siteimprove GmbH
Goal	This cookie records the user's use of the website. It collects statistics on the use of the website, such as the last time the user visited the website. This information is then used to improve the user experience of the website. This Siteimprove Analytics cookie contains a randomly generated ID that is used to detect the browser when a user reads a page. The cookie does not contain any personal data and is only used for web analysis purposes.

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Cookie name	nmstat
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Cookie expiration date	Persistent - expires after 400 days
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### 1.5.5 List of marketing Cookies

These Cookies are specifically designed to gather information from visitors on their device to display relevant and engaging advertisements based on relevant topics that interest them.

Name	siteimproveses
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Provider	Siteimprove GmbH
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Goal	<p>This cookie is used exclusively to track the order of the pages a user views during a visit to the website.</p> <p>This information can be used to compose user journeys (User Journeys) and can enable users to find relevant information more quickly.</p>
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Cookie name	siteimproveses
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Cookie expiration date	Session cookie - deleted as soon as you close your browser.
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### 1.5.6 List of Social Media Cookies

#### Shariff solution

We use Shariff buttons from social networks Facebook, Twitter, Google+, LinkedIn and Xing on our website. The buttons are simple HTML links. The procedure we use fits within the framework of the Shariff solution. With the Shariff solution, a script retrieves the number of times, e.g. the share button on a page is clicked: the script contacts the social network via the programming interfaces and retrieves the numbers. None of your personal data is sent

in the process. Instead of your IP address, only the address of our server is sent to Google, Facebook and Twitter. You will only be directly connected to Facebook, Google or Twitter if you perform an action. Previously, the social networks cannot collect any data about you. As long as you do not click on a link to share content, you will remain invisible to the networks. If you click on a link, the obligation to provide information about data collection and processing no longer rests with us, but rather with the social network operator.

### YouTube videos

Our website contains links to videos from YouTube LLC, 901 Cherry Ave, San Bruno, CA 94066, USA. If you visit a website on our website that contains such a video, a direct connection is established between your browser and the YouTube server after you have activated the video.

YouTube receives the information that you have visited our website with your IP address. When you click on the link to the video, your IP address will be forwarded to YouTube. We would like to point out that, as provider of our website, we are not aware of the content of the data transmitted or of its use by YouTube. For more information, please refer to this YouTube privacy statement (<https://www.youtube.com/>).

## **1.6 Your consent**

Your consent is not required for necessary and functional cookies. The data processed via these cookies serve the stated purposes to protect our legitimate interests in accordance with Article 6.1(f) of the GDPR, including the proper functioning of the website.

The data collected and processed through preference, statistical and marketing cookies will only be used if you give your consent in accordance with Article 6(1)(a) of the GDPR for the provision of personalised content, for statistical purposes to improve the user experience and for marketing purposes. You can change/withdraw your consent by clicking on '[Change Cookies settings](#)' at the bottom of the Site.

## **1.7 How to disable Cookies?**

To use the website of EOS Contentia, it is advisable to activate Cookies on your computer, tablet or mobile phone. Without Cookies enabled, we may not be able to guarantee a hassle-free visit to our website. If you nevertheless prefer to restrict, block or delete Cookies from EOS Contentia, you can manage your browser settings as described below.

You can accept, reject or delete Cookies by adjusting your browser settings.

You can adjust your browser settings via your browser's "options" or "preferences" menu. Please consult the "help" function of your internet browser or more information on adjusting your browser settings. Please note that if you use your browser settings to block all Cookies (including essential Cookies) you may not be able to access all or parts of the Site. Unless you have adjusted your browser setting so that it will refuse Cookies, our system will issue Cookies as soon as you visit our website:

- Firefox: <https://support.mozilla.org/en-US/kb/clear-Cookies-and-site-data-firefox>
- Chrome: <https://support.google.com/chrome/answer/95647?hl=en>
- Safari: <https://support.apple.com/en-gb/guide/safari/sfri11471/mac>
- Safari mobile: <https://support.apple.com/en-gb/HT201265>
- Internet explorer : <https://support.microsoft.com/en-gb/windows/delete-and-manage-Cookies-168dab11-0753-043d-7c16-ed5947fc64d>
- Microsoft Edge : <https://support.microsoft.com/en-gb/microsoft-edge/delete-Cookies-in-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09>

## **1.8 Do I need to read any other EOS Contentia statements?**

We recommend that you also read our Data Protection Statement carefully. After all, our Cookie Statement and Data Protection Statement are related. We may use Cookies to collect certain information about your use of our online services. Our Data Protection

Statement tells you what personal information we may collect from you, why we want to collect it, how we intend to use it, and how we intend to treat it.

### **1.9 Who can I contact if I have further questions or complaints about Cookies?**

If you have a privacy concern or a question for the Data Protection Officer of EOS Contentia, please contact us by using the following E-mail: [privacy@eos-contentia.be](mailto:privacy@eos-contentia.be). We will respond to questions or concerns within 30 days.

We make every effort to handle your personal data in a careful and legitimate manner in accordance with the applicable regulations. Nevertheless, if you believe that your rights have been violated and if you do not find an answer to your concerns within our company, you are free to lodge a complaint with the Belgian Data Protection Authority:

<https://www.dataprotectionauthority.be/citizen>

You may additionally address a court if you believe that you would suffer damage as a result of the processing of your personal data.

### **1.10 Can this Cookie Statement change?**

This Cookie Statement can be changed if required by our services or applicable legislation. For example, our online services are a dynamic and innovative environment. This means that we are constantly looking for a better service tailored to your needs. It is possible that there will be new applications in which we will collect or want to use your data in a different way. Of course, we will let you know when there are important changes, and we will ask your permission if necessary.

If after reading this Cookie Statement ("Cookie Statement") you still have questions or comments about Cookies, you can always contact us via [privacy@eos-contentia.be](mailto:privacy@eos-contentia.be).