

Corporate Data Protection Statement

Last updated: 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.

You are advised to read EOS CONTENTIA BELGIUM SA/NV's Cookie Statement to understand how EOS CONTENTIA BELGIUM SA/NV will via Cookies collect, transfer, disclose, process, and use your Personal Data when using the EOS Contentia website.

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

EOS Contentia respects the protection of Personal Data, individual privacy and values the confidence of its customers, debtors, employees, suppliers, contractors, business partners, and the general public.

That is why EOS Contentia strives to collect, use, and disclose Personal Data in a manner consistent with the laws of the countries in which it does business. In particular, we want to protect the data of our customers, debtors, personnel, subcontractors and suppliers, among others, against loss, leaks, errors, unauthorized access or unlawful processing.

We want to inform you about the collection and processing of your Personal Data by means of this Data Protection Statement.

This Data Protection Statement addresses information we collect via our website <https://be.eos-solutions.com/companies/contentia.html> (“Site”) or the portals on the Site, such as the debtor and partner portal, offline via our business operations and for our (direct) marketing activities. It explains what Personal Data we collect from you and how we use it.

We ask that you read this Data Protection Statement carefully, as it contains essential information about how your Personal Data are processed and for what purpose. You are not obliged to disclose your Personal Data, but you understand that the provision of certain services, debtors or customer support or other assistance becomes impossible if you do not consent to its collection and processing.

We kindly point out to you that you are responsible for all Personal Data you provide to us and that we rely on its accuracy. If your Personal Data is no longer up to date, please inform us immediately.

1 Data protection

This Data Protection Statement was prepared in implementation of the General Data Protection Regulation ("GDPR") more specifically Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of Personal Data and on the free movement of such data, entered into force from 25/05/2018 as well as the Belgian Personal Data Protection Act (the Act on the Protection of Individuals with regard to the Processing of Personal Data of 30 July 2018). EOS Contentia is committed to being compliant to the EU General Data Protection Regulation and the local data protection legislation in Belgium. For more information about the applicable laws regarding data protection, please consult: <https://www.dataprotectionauthority.be/citizen>

2 Information Security

The management of EOS Contentia recognizes the importance of identifying and protecting the information assets of the organization, avoiding destruction, improper disclosure, improper modification or unauthorized use of any information relating to its customers, debtors, employees, pricing, strategy, management, or other related concepts.

EOS Contentia is therefore committed to develop, implement, maintain and continually improve its information security management system in order to ensure the confidentiality, availability and integrity of Personal Data and information in general.

2.1 Error or vulnerability report

Despite the care we take to secure our systems, errors or vulnerabilities may happen. In case you see an error or a vulnerability, please inform us thereof so that we can remediate. You can report a security issue to our data protection officer: privacy@eos-contentia.be

2.2 Cookies

Cookie controls are described in our Cookie Statement: <https://be.eos-solutions.com/en/cookie-statement-contentia>.

2.3 Definitions:

- Customer/Partner: the companies that either entrust EOS Contentia with a service contract for debt collection or sell a debt portfolio to EOS Contentia.

- Debtor: the debtor of the debt, either to the Customer/Partner in the case of a debt collection service contract or to EOS Contentia in the case of a debt transfer.

3 From whom do we collect data?

3.1 Customers

Within the framework of our services and activities, we collect and process the professional identification and contact data of prospective/potential customers as well as our customers and clients, their staff, employees, appointees, and other useful contacts. In the context of the Partner Portal, Partner Personal Data is processed in accordance with the Partner Data Protection Statement. You will find this here: <https://be.eos-solutions.com/en/privacy-statement-partner-portal-contentia>.

The purposes of these processing operations are the execution of the agreements with our customers, customer management, contract, and account management, executing the accounting, prospection and direct marketing activities such as sending surveys, promotional or commercial information. The legal grounds are the execution of the agreement, the fulfilment of legal and regulatory obligations and/or our legitimate interest. The legal basis for prospecting and direct marketing is our legitimate interest in expanding our market share, increasing our customer base and publicizing our range of services.

EOS Contentia Belgium SA/NV processes Personal Data about you when you call on us as a client for advice on agreements for debt collection or debt management, agreements for the assumption of debts, the offering or proposal of such agreements, the performance of preparatory work for the conclusion of these agreements, and the management of debt collection files.

3.2 Debtor data

Debtor Personal Data is processed in accordance with the Debtor Data Protection Statement. You will find this here: <https://be.eos-solutions.com/en/privacy-statement-debtors-my-eos-contentia>.

3.3 Suppliers, outsourcing partners, services providers and subcontractors

We collect and process the identity and contact details of our suppliers, outsourcing partners, service providers, liberal professions, brokers, agents, consultants, (sub)contractors, sellers of goods or services..., as well as of certain of their staff, employees, appointees, and other useful contact persons. The purposes of these processing operations are the execution of the agreement with them and the fulfillment of legal and regulatory obligations such as the management of the

contractual relationship, administration, assessments/audits, fiscality and accountancy. The legal grounds are the execution of the agreement, executing payments and accounting, the fulfilment of legal and regulatory obligations and/or our legitimate interest (such as for direct marketing).

3.4 EOS Contentia Personnel

We process the Personal Data of our employees as part of our personnel management and payroll administration. In view of its specific nature, this processing is regulated more comprehensively in an internal Employee Data Protection Statement.

3.5 Candidates who apply for a job at EOS Contentia

For our recruitment activities, EOS Contentia may ask you for certain information, including identification and contact details, information about your education and employment, contact details and preferences, professional qualifications, and jobs for which you wish to apply. You may also choose to provide EOS Contentia with additional information, such as your CV or diploma, employment references and related information, and compensation requests. In addition, EOS Contentia may collect information from third parties, based on your consent or based on the consent you gave to such third parties such as temporary work agencies or recruitment agencies, for example in connection with a background check and/or an employment reference. Given its specific nature, this processing is regulated in more detail in a Data Protection Statement for Recruitment.

3.6 Other Persons

In addition to the Personal Data of customers, suppliers/subcontractors, debtors, candidates for recruitment and staff, we also process Personal Data of others, such as possible useful contacts within our sector, network contacts, contacts with government agencies, regulator, expert contacts, etc. The purposes of these processing operations are in the legitimate interest of our business, the execution of a contract or based on a legal obligation. In addition, we also process Personal Data to comply with certain legal obligations. For example, the Law of 18/09/2017 on the Prevention of Money Laundering and Terrorist Financing and on Restricting the Use of Cash (AML) requires us to identify customers and to conduct an AML policy. Finally, we may also process Personal Data when a person has given an unambiguous consent.

4 Which Personal Data do we collect and process?

Depending on your activities and your relationship with EOS Contentia, you may confide us with the following Personal Data:

- ✓ your identification details (full name and/or title)
- ✓ your professional contact details (address, e-mail address, telephone and/or mobile phone number).

For certain specific services or to comply with legal obligations, you may have to provide us with additional data as specified below.

We kindly draw your attention to the fact that you are responsible for all data you provide to us and that we rely on its accuracy. Should your data no longer be up to date, please inform us immediately. You are not obliged to communicate your Personal Data, but you understand that providing certain services or cooperating will become impossible if you do not consent to their collection and processing.

4.1 Customers

- ✓ First name, last name, date of birth, gender, country
- ✓ Professional contact information (telephone, e-mail)
- ✓ Employment information: employer, function title
- ✓ Involvement in incidents, complaints, and problems in the execution of the contract or payments, as well as the content thereof
- ✓ Bank account number, name bank, name account holder
- ✓ Transaction information (bank transfers)
- ✓ All other information you share in your interaction with us for a certain business purpose

4.2 Debtors

- ✓ First name, last name, date of birth, gender, country of residence and contact information (such as address, city of residence, telephone number and email address)
- ✓ Copy of your identification document (passport or identity card) and all information on such identification document, nationality, and national identification number (rijksregisternummer/numéro national)
- ✓ Telephone recording
- ✓ Geolocation and data of your visit to the website
- ✓ Involvement in incidents, complaints, and problems, as well as the content thereof
- ✓ Bank account number, name bank, name account holder
- ✓ Transaction information (bank transfers)
- ✓ All other information you share in your interaction with us: for instance, preferences and lifestyle information (your family situation, home situation, interests or demographic characteristics)

4.3 Suppliers, outsourcing partners, services providers and subcontractors

- ✓ First name, last name, professional contact information (employer, function title, telephone number and email address)
- ✓ For individuals: Bank account number, name bank, name account holder, transactions/bank transfer, billing

- ✓ All other information you share in your interaction with us for the execution of the contract between us and for fulfillment of accountancy, legal and fiscal obligations

4.4 EOS Contentia Personnel

All information required and permitted under applicable law to execute the employment agreement and our legal obligations towards employees, payment of salaries/employee benefits and related administration and fiscality.

4.5 Candidates who apply for a job at EOS Contentia

- ✓ First name, last name, professional contact information (employer, function title, telephone number and email address)
- ✓ Education and employment
- ✓ Job Preferences
- ✓ Professional qualifications
- ✓ Jobs you wish to apply for.
- ✓ CV
- ✓ Diploma
- ✓ Employment references and related information
- ✓ Compensation expectations or requests
- ✓ If required for the function: result of background checks and screening
- ✓ All other information you share in your interaction with us during the application process and interviews for the job

4.6 Other Persons

- ✓ First name, last name, professional contact information (employer, function title, telephone number and email address)
- ✓ All other information you share in your interaction with us for the execution of the contract between us and for fulfillment of legal, fiscal, regulatory or other obligations

5 How do we collect your Personal Data?

We collect Personal Data in variety of ways directly from you:

- ✓ When you communicate your Personal Data verbally or in writing to us;
- ✓ When you visit our website;
- ✓ When you create a debtors or partner account and use this service, directly or indirectly;
- ✓ When you participate in webinars, events, commercial promotions or marketing campaigns;
- ✓ When you participate in market research, surveys or other evaluation actions we launch;

- ✓ When you contact us via a webform;
- ✓ When you contact us via e-mail, chat(bot), social media or telephone;

We collect thus Personal Data both when you give it to us verbally, when you send us documents and when you do it digitally, as well as when we look for it through public channels (such as the Belgian Official Gazette, Crossroads Bank for Enterprises, National Bank, etc.) and professional social media (such as LinkedIn). Regarding our website, we tailor its content and its ease of use to you, its users, as much as possible. In addition, we process your Personal Data to fulfil the obligations arising from the provision of a website and its content and to enable you to use the interactive applications and services on this website.

We may also collect Personal Data from third parties and partners who can demonstrate that you gave them your consent to transfer your Personal Data to us.

When you contact EOS Contentia by telephone, this telephone call may be recorded. We record these telephone calls for educational, quality and security reasons. Only a limited number of employees in the customer service department have access to the recordings. Telephone recordings are automatically deleted after 30 days.

EOS Contentia may also collect other information through your interaction with us and non-EOS Contentia websites, which do not reveal your specific identity or do not directly relate to an individual. Other information may include, but is not limited to, browser and device information, data collected through automated electronic interactions, application usage data, demographic information, geographic or geo-location information, statistical and aggregated information.

Statistical or aggregated information does not directly identify a specific person, but it may be derived from Personal Data.

6 How EOS Contentia uses your Personal Data

We process your Personal Data in different ways and for various purposes. When processing them, only Personal Data are processed which are necessary for the intended purposes. The purposes for which we process data may vary depending on the person from whom and about whom we process Personal Data.

For more details, reference is made to the Partner Data Protection Statement and the Debtor Data Protection Statement, which are complementary to this corporate Data Protection Statement

6.1 Business operations and service delivery.

6.1.1 Customers or debtors

We use Personal Data to provide and improve our services and perform essential business operations such as debt recovery. This is based on EOS Contentia's obligation to execute a contract it has with a customer/partner.

Processing which is not strictly required for the execution of a contract is based on EOS Contentia's legitimate interest to recover money when it is a creditor after purchase of a debt portfolio or when it is a service provider providing debt recovery services to a customer/partner.

EOS Contentia has a legitimate interest in using your Personal Data to realize a performant debt recovery activity, follow up of consumer credits which are not fully reimbursed yet or guarantee management. EOS Contentia takes care that the impact on the protection of Personal Data and privacy of the individual is proportional to its own interests.

1. User experience improvement: we improve our services by analyzing user behavior and potential problems as user may encounter.
2. Service development and improvement: Calls to our debt recovery department are recorded and used for these purposes. We may evaluate your satisfaction and/or identify your wishes as a customer or debtor by asking you about your experience. We may evaluate the market and perform market research or trend analysis by involving our customers or debtors. You can participate to this voluntarily and such results will be used for service improvement. Where possible, we pseudonymize and aggregate Personal Data and will up front assess our projects based on principles of privacy by design. The Data Protection Officer advises and supervises these usages of Personal Data.
3. Detect and prevent internal or external fraud and criminal activities.
4. Aggregate analysis and business intelligence: this enable us to operate, to protect our services, to make informed decisions (including profiling based on anonymized Personal Data which is not involving automatic decision making by our software applications for business analytics and reporting) and report on the performance of our business and the services.

6.1.2 - Suppliers, outsourcing partners, services providers and subcontractors

We use Personal Data to receive suppliers, services or works from suppliers, outsourcing partners, service providers and subcontractors and to manage those parties when they execute their contract with us.

6.2 Contractual obligations.

6.2.1 Customers/Partners

When you enter into a contract with EOS Contentia, EOS Contentia will use your personal identification data and transactional data in order to:

- Provide you with the EOS Contentia services you contracted.
- Customer support: reply to your request, offer assistance, handle a complaint.
- Inform you and send you messages related to your contract with us and our services.
- Send you analysis or reports.

6.2.2 Suppliers, outsourcing partners, services providers, and subcontractors

We use Personal Data to execute our contract with suppliers, services or works from suppliers, outsourcing partners, service providers and subcontractors (communications, instructions, complaints, invoicing, payment, etc...)

6.3 Communications.

6.3.1 Customers

Based on your consent or our legitimate interest to grow our customer base and market share, we use data we collect to deliver and personalize our communications with you via e-mail, sms or social media. With regard to direct marketing, EOS Contentia might send you information about its services via personalized marketing messages (information, offers,...) or generalized publicity and information. You can withdraw your consent to process your Personal Data for commercial communications by contacting our Data Protection Officer via privacy@eos-contentia.be. When you revoke your consent, we will remove you from the mailing list as quickly as possible and maximum within 3 working days. You may still receive the communications that were already scheduled before your request to unsubscribe.

We will obtain your prior consent before processing your information for our own purposes unless EOS Contentia has a legitimate interest or legal basis to process your information. If you have given your consent to the processing, you have the right to withdraw your consent at any time, by sending an email to that extent to: privacy@eos-contentia.be. EOS Contentia will discontinue the processing of your information upon receipt of your withdrawal. However, any processing performed prior to your withdrawal remains a legitimate processing based on a valid consent at the time. EOS Contentia will not be under the obligation to reverse the processing.

6.3.2 Suppliers, outsourcing partners, services providers and subcontractors

We use Personal Data to communicate with suppliers, services or works from suppliers, outsourcing partners, service providers and subcontractors regarding the execution of the contract and new requirements for purchasing, tenders or assignments.

6.4 Personnel management and recruitment.

We use Personal Data from our personnel for our personnel management, the execution of the employment contract and compliance with our legal obligations as an employer. For candidates for recruitment, we collect to communicate with you, to manage EOS Contentia's recruiting and hiring processes, and for compliance with legal and regulatory requirements. If you are hired, the information may be used in connection with employment and personnel management.

6.5 Comply with legal and compliance obligations

6.5.1 Customers and debtors

EOS Contentia uses your Personal Data to comply with mandatory requirements imposed by the applicable legislation and/or the Federal Public Service Economy, SMEs, Self-employed and Energy:

- Law of 20 December 2002 on the amicable recovery of consumer debts ("Debt Recovery Law").
- The Act of 18 September 2017(external link) on the prevention of money laundering and terrorist financing ("the AML Act"): https://financien.belgium.be/nl/over_de_fod/structuur_en_diensten/algemene_administraties/thesaurie/controle-financi%C3%ABle-2-1
- All other commercial and corporate legislation applicable to EOS Contentia and its activities (accountancy, finance, fiscal, administrative, consumer protection, commercial, etc...)
- Data protection legislation as identified above.
- Any other relevant guidance that the Federal Public Service Economy, SMEs, Self-employed and Energy issues is in addition to the laws and regulations.

EOS Contentia legal obligations are, amongst others (this list is not limitative):

- ✓ Collect, verify and store the personal identification and store transaction data of all of its counterparties and debtors it covers unpaid debts from. EOS Contentia is also obliged to transfer these data to the Federal Public Service Economy, SMEs, Self-employed and Energy, fiscal authorities or other government authorities requesting counterparties or debtor's information and this without informing the data subject of such official request and the related data transfer.
- ✓ Debt Recovery Law: to collect and to store the personal identification data of all debtors.
- ✓ Anti-Money Laundering Law: prevention and disclosure of money laundering and criminal activities/fraud/ terrorism. EOS Contentia is obliged to store and verify the personal identification data and the financial transactional data of all of its counterparties. Suspicious transactions in terms of money laundering are to be reported to the Financial Intelligence Processing unit (www.cfi.be).
- ✓ Financial, accountancy, administrative and fiscal compliance.

6.5.2 Suppliers, outsourcing partners, services providers and subcontractors

- ✓ Financial, accountancy, administrative and fiscal compliance.

7 Profiling of customers

We confirm that the processing of Personal Data does not include profiling and that you are not subject to fully automated decisions.

8 Why we share Personal Data

8.1 In general

Your Personal Data is mainly processed internally. However, to execute our agreement (or measures preceding the conclusion of the agreement) or to fulfil certain legal obligations, they may sometimes need to be communicated to third parties.

To process your Personal Data, we grant access to your Personal Data to our employees, collaborators and appointees as well as certain service providers. We organise a similar level of protection by providing contractual obligations to our employees, staff and agents as well as service providers, which are similar to this Data Protection Statement.

It is possible that one or more of the above-mentioned third parties are located outside the EEA. However, we strive as a matter of principle not to transfer your Personal Data to third countries or international organisations. If this should nevertheless happen for processing purposes and if, according to the European Commission, these countries do not guarantee an adequate level of protection of Personal Data, we will take appropriate protective measures.

Transfers of Personal Data outside the European Union are made based on EU Standard Model Clauses on data protection where the country to which the Personal Data is transferred does not provide adequate protection within the meaning of the GDPR. No transfers to the United States of America are carried out based on the EU-US or Swiss-US Privacy Shield/Safe Harbour.

We only transfer your Personal Data to other companies of the EOS Group or other third parties (recipients) if:

- you have given your explicit consent for one or more specific purposes pursuant to Art. 6(1) Paragraph 1(a) of the GDPR,
- disclosure is necessary for the assertion, exercise or defense of legal claims in accordance with Art. 6(1) para. 1(f) of the GDPR and there is no reason to assume that you have a primary, legitimate interest in the non-disclosure of your Personal Data,
- in case a legal obligation for disclosure exists according to Art. 6(1) Paragraph 1 (c) of the GDPR and
- it is permitted by law and necessary for the fulfilment of contractual obligations in accordance with Art. 6(1) Paragraph 1 (b) of the GDPR.

Certain Personal Data collected by us will also be passed on to and possibly processed by third-party service providers, such as our IT hosting partner and IT supplier, external partners assisting us with the support and further development of our IT tools, lawyer, data protection officer, bailiff, accountant, auditor, et cetera... as well as by government or auditing authorities. These and other public authorities are entitled to request Personal Data from us to which we are legally obliged to respond in certain cases defined by law. In such cases, your Personal Data may be transmitted to these third parties but only for the purpose of the service in question and always under our company's control.

The employees, managers and/or representatives of the above-mentioned service providers or institutions and the specialised service providers appointed by them shall respect the confidential

nature of your Personal Data and may use these data only for the purposes for which they were provided.

If necessary, your Personal Data may be passed on to other third parties. This may be the case, for example, if all or part of our business is reorganised, if our activities are transferred or if we are declared bankrupt. It is also possible that Personal Data may need to be transferred in response to a court order or to comply with a specific legal obligation. In this case, we will make reasonable efforts to inform you in advance of such communication to other third parties. However, you will acknowledge and understand that in certain circumstances, this may not be technically or commercially feasible, or that legal restrictions may apply.

Under no circumstances will we sell your Personal Data.

8.1.1 Customers or debtors

We share your Personal Data in case we have a legal obligation to do so, for instance to the regulatory or government bodies or agencies, or in case of legal proceedings, a court order or other mandatory legal injunction.

We may also share Personal Data with your consent or as necessary to complete any transaction or provide a service you have requested or authorized.

In addition, we share Personal Data among EOS Contentia-controlled affiliates and entities for our reporting, service delivery, business operations, direct marketing and communications.

We also share Personal Data with suppliers, outsourcing partners, service providers, processors or agents working on our behalf for the purposes described in this statement.

For example (this list is not limitative):

- IT services companies;
- Providers of cloud and hosting infrastructure and services;
- Platform providers;
- Marketing companies or market analysts;
- Providers of services and tools to assure regulatory compliance (such as the requirements under the AML Act);
- Connectivity, telecommunication and internet providers;
- Companies we have hired to provide customer service assistance;
- Companies we have hired to assist in protecting and securing our systems and services;

In such cases, these companies must abide by our data protection and security requirements and are not allowed to use Personal Data they receive from us for any other purpose.

We may also disclose Personal Data as part of a due diligence or corporate transaction such as a merger or sale of assets subject to the signature of strict confidentiality agreements with the receiver of the Personal Data.

Finally, we will access, transfer, disclose, and preserve Personal Data, including your content, we are confident that doing so is necessary to:

- comply with applicable law (for instance: Debt Recovery Act, AML Act, financial, accountancy, administrative and fiscal compliance) or respond to valid legal process, including from law enforcement or other government agencies;
- protect our customers, for example to prevent spam or attempts to defraud users of our services, or to help prevent the loss of life or serious injury of anyone;
- operate and maintain the security of our services, including to prevent or stop an attack on our computer systems or networks; or
- protect the rights or property of EOS Contentia, including enforcing the terms governing the use of the services – however, if we receive information indicating that someone is using our services to traffic in stolen intellectual or physical property of EOS Contentia, we will not inspect a customer’s private content ourselves, but we may refer the matter to law enforcement.

Some of our services include links to services of third parties whose data protection practices differ from EOS Contentia. If you provide Personal Data to any of those services, your data is governed by their Data Protection Statements. In the event of a conflict between a EOS Contentia Data Protection Statement and the terms of any agreement(s) between a party and EOS Contentia, the terms of those agreement(s) will prevail.

8.1.2 Suppliers, outsourcing partners, services providers and subcontractors

We share only professional information if we have a compelling reason to do so:

- comply with applicable law (for instance: financial, accountancy, administrative and fiscal compliance) or respond to valid legal process, including from law enforcement or other government agencies;
- organize and facilitate collaborations between suppliers, outsourcing partners, service providers and subcontractors or between those parties and third parties which are interfacing with or complementary to them; or
- protect the rights or property of EOS Contentia

9 Where do we store and process your Personal Data?

Personal Data collected by EOS Contentia may be stored and processed in the European Union (specifically in Belgium, France and Germany) or in any other country where EOS Contentia or its affiliates, subsidiaries, outsourcing partners or service providers maintain facilities. We take steps to ensure that the data we collect under this Data Protection Statement is processed according to the provisions of this statement and the requirements of applicable law wherever the data is located. In the context of international debt recovery, processing may be carried out by debt recovery service providers outside the European Economic Area (EEA). When we transfer Personal Data from the European Economic Area to other countries, we use a variety of legal mechanisms, including contracts (EU Standard Contractual Clauses), to help ensure your rights and protections travel with your Personal Data.

10 How long do we keep your Personal Data? Retention of Personal Data

EOS Contentia retains Personal Data for as long as necessary to provide the services and fulfill the transactions you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our agreements. Personal Data will be stored and processed by us for a period that is necessary in function of the purposes of the processing, the mandatory legal retention periods and/or in function of the (contractual or non-contractual) relationship that we have with you.

In particular, we process Personal Data for as long as it is necessary for the performance of the contract or for the implementation of measures preceding the conclusion of the contract which were taken at your request, for as long as it is necessary for the fulfilment of our legal obligations, to issue legal proceedings, action or claims or to contest them, or if the processing is necessary for the protection of our legitimate interest to prevent abuse.

Customer Personal Data, accounts receivable data and Personal Data of customers, debtors, suppliers or subcontractors will in any case be deleted from our systems after a period of ten years from the end of the year following the termination of the agreement, except in the case of such Personal Data which we are obliged to retain for a longer period on the basis of specific legislation or in the case of an ongoing dispute, claim, action or court case for which the Personal Data is still necessary.

Personal Data for recruitment is stored for a maximum of 24 months. Candidates may request the deletion of their Personal Data at any time if they do not wish to maintain their candidacy by notifying our Recruitment Manager or contacting the Data Protection Officer of EOS Contentia.

11 Technical and organizational measures

We take steps to ensure that the Personal Data we collect under this Data Protection Statement is processed in accordance with the provisions of this Data Protection Statement and the requirements of applicable law wherever the Personal Data is located. We take appropriate technical and organisational security measures to protect your Personal Data against accidental or deliberate manipulation, partial or complete loss, destruction, or access by unauthorised third parties. Our security measures are constantly being improved in line with technological developments. We take the necessary technical and organisational measures to process your Personal Data with an adequate level of security and to protect them against destruction, loss, falsification, alteration, unauthorised access or accidental disclosure to third parties, as well as any other unauthorised processing of these Personal Data.

The be.eos-solutions.com website uses SSL (secure socket layer) in combination with the highest level of encryption supported by your browser. This is generally 256-bit encryption. If your browser does not support 256-bit encryption, 128-bit v3 technology will take its place. You will see that an individual web page on the Internet is transmitted encrypted by the closed key or padlock icon in the lower status bar of your browser.

EOS Contentia is committed to protecting the security of your Personal Data. We use a variety of security technologies and procedures to protect your personal information from unauthorised access, use or disclosure.

EOS Contentia is also committed to reducing the risks of human error, theft, fraud and misuse of EOS Contentia facilities. EOS Contentia's efforts include making staff aware of security policies and training them to implement them. EOS Contentia employees are required to maintain data confidentiality. Employee obligations include written confidentiality agreements, regular training on information protection and compliance with company policies regarding the protection of confidential information.

EOS Contentia quickly evaluates and responds to incidents that cause suspicion of unauthorized processing of Personal Data. If EOS Contentia determines that your Personal Data has been misused (including by an EOS Contentia employee) or otherwise wrongfully obtained by a third party, EOS Contentia will immediately report such misuse or data breach to you.

EOS Contentia will conduct compliance audits on an annual basis. Any employee caught by EOS Contentia not complying with the data protection policy is in violation of the Data Protection Statement and will be subject to disciplinary action up to and including termination of employment. Any third party who violates this Data Protection Statement will be required by all agreements with EOS Contentia to indemnify and hold EOS Contentia harmless for claims relating to such violations.

We take the necessary technical and organizational measures to process your Personal Data to an adequate level of security and to protect them against destruction, loss, falsification, alteration, unauthorized access or accidental notification to third parties, as well as any other unauthorized processing of these data.

Under no circumstances shall however EOS Contentia be held liable for any direct or indirect damage resulting from the incorrect or unlawful use of Personal Data by a third party.

12 Your rights as a data subject: you can access and control your Personal Data!

In accordance with and subject to the conditions of the General Data Protection Regulation Implementation Act and the provisions of the General Data Protection Regulation, we inform you that you have the following rights:

- *Right of access and inspection:* you have the right to inspect, free of charge, the data that we hold about you and to check what it is used for.
- *Right of rectification:* you have the right to obtain rectification (correction) of your incorrect Personal Data, as well as to complete incomplete Personal Data.
- *Right of deletion or limitation:* you have the right to request us to delete or limit the processing of your Personal Data in the circumstances and under the conditions laid down by the General Data Protection Regulation. We may refuse the deletion or restriction of any Personal Data which is necessary for us to fulfil a legal obligation, the performance of the contract or our legitimate interest, and this for as long as these data are necessary for the purposes for which they were collected.

- *Right to transferability of data:* You have the right to obtain the Personal Data you have provided to us in a structured, common and machine-readable form. You have the right to transfer these data to another data controller.
- *Right of objection:* you have the right to object to the processing of your Personal Data for serious and legitimate reasons. Please note, however, that you cannot object to the processing of Personal Data which is necessary for us to fulfil a legal obligation, the performance of the contract or our legitimate interest, and this for as long as these data are necessary for the purposes for which they were collected.
- *Right of withdrawal of consent:* If the processing of Personal Data is based on prior consent, you have the right to revoke this consent. This Personal Data will then only be processed if we have another legal basis for doing so.
- *Automatic decisions and profiling:* You may object to profiling and fully automated decisions.

You can exercise the rights by contacting EOS Contentia via privacy@eos-contentia.be

13 Data Protection Officer: How to Contact Us

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. 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:

Data Protection Authority

Drukpersstraat 35, 1000 Brussel

Tel +32 (0)2 274 48 00

Fax +32 (0)2 274 48 35

email: contact@apd-gba.be

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

You may additionally contact a court if you believe that you will suffer damage because of the processing of your Personal Data.

Contact Us

You can contact the EOS Contentia at any time if you have any queries or if you need help (see the "Legal Information" panel on the EOS Contentia website). To improve our services, telephone conversations may be recorded or monitored by another member of the team.

We will do everything possible to resolve the problem as soon as possible.

14 Changes to this Data Protection Statement

We will update this Data Protection Statement when necessary to reflect customer feedback and changes in our services. When we post changes to this Data Protection Statement, we will revise the “last updated” date at the top of the Data Protection Statement. If there are material changes to the Data Protection Statement or in how EOS Contentia will use your Personal Data, we will notify you either by prominently posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to periodically review this Data Protection Statement to learn how EOS Contentia is protecting your information.