

# Privacy declaration

Confidentiality and security are of the utmost importance for Co-Dex.eu. We strive to ensure that our organizational and technical measures operate with due regard to your information security rights.

This privacy statement explains who we are and how Co-Dex.eu, who acts as controller, manages, processes, stores and protects your data when you use our services.

By **personal data** (or data) we mean all information that tells us something about you or that we can link to you. This includes, for example, your name, address, date of birth, account number, IP address, billing data, payment data, surf data, cookies ...

By **processing** we mean everything that we can do with this data, such as collection, recording, storage, adjustment, organization, use, disclosure, transmission or deletion.

## Privacy policy for customers

As a customer, or future customer, **Co-Dex.eu** must process your personal data. This privacy statement explains what you can expect from **Co-Dex.eu** regarding the processing to properly perform the task as a supplier. We try to safeguard your rights and freedoms at all times.

You share personal information with us when you:

- Become a customer;
- Register for our (online) services;
- Fill in a form (online);
- Sign a contract;
- Our products or services used;
- Contact us through one of our communication channels.

We verzamelen onder meer de volgende persoonsgegevens:

- Tijds- en plaatsgegevens, zoals wanneer en waar u iets gedaan hebt met betrekking tot een verwerking van onze organisatie, dit kan bijvoorbeeld gaan over commerciële transacties, toegang tot een gebouw, contract ondertekening...
- Audiovisuele gegevens, zoals bewakingsbeelden gemaakt in of in de omgeving van onze kantoren of bedrijfspanden of opnames van telefoongesprekken met onze klantenservice.

Co-Dex.eu attaches importance to the protection of data and particularly to data concerning children. We only collect data about children if they use a product or service from Co-Dex.eu or if you provide data from these children in connection with a product or service that you purchase.

We do not provide direct information on information society products or services to children under the age of 13 (for example, online services made available by or through Co-Dex.eu) without the approval of their legal representative. We do not do direct marketing to children under the age of 13.

## Why do we process your personal data?

We only use your personal data for one of the following legal purposes:

### Geen items in scope

- To conclude and execute a contract with you;
- For our legitimate business interests. This data processing may be necessary to maintain good relationships with all customers and other parties involved, to prevent and combat fraud and to maintain the security of your transactions and transactions by [Co-Dex.eu](#);

## With whom do we share your data and why?

In order to provide you with the best possible services and to remain competitive, we share certain data within Co-Dex.eu and with third parties.

We exchange data between the different related entities of Co-Dex.eu for reasons related to business operations, laws and regulations or contracts. This includes, for example, the selection of new customers, compliance with certain laws and regulations, the security of computer systems or the provision of certain services (see the section "What do we do with your data?" For more details).

## What are your rights and how do we deal with it?

### The data collected on the website

When you subscribe to or use the services of [Co-Dex.eu](#), the following information will be processed, among other things, which you sometimes do not really pay attention to and will be collected automatically: your IP address, time stamps, surfing data, ... See also the cookie policy regarding much of this data. This data to, among other things, perform logging and security objectives that are necessary to manage the service with due diligence. We will also manage the information that you provide to us on the website by entering or clicking as good family man to execute the goals that you can expect from us for the good.

If the information you provide or that we collect includes sensitive personal information, such as national identification numbers (eg social security, driver's license ...), full credit card information or personal bank card numbers, medical information or specific information regarding treatment or care of private individuals. If this is the case, then they are specifically mentioned in the processing register.

### Informative emails

We use your personal data that you entrust to us in emails that we send periodically, or if urgently earlier, these only include information within the context of the services offered and the information we process for this. The e-mails are used to optimally execute the relationship with the person concerned, in order to avoid unnecessary logging on to the website or contacting [Co-Dex.eu](#):

- Password reset or recovery procedure;
- New processing available to the customer;
- New functionalities applicable for the customer;
- Possible reports in connection with infringements with a high impact for you.

For non-essential purposes for the service and your rights, you can always opt-out and opt-in on your personal profile in the application (if available) or contact [Co-Dex.eu](#).

### Email statistics

Without systematically established procedures, we can follow up and analyze emails based on specific measurement points (such as: click, open, bounce, etc.) and the number of emails sent and opened to evaluate the efficiency of communication.

## Obligation and impact to give or not give your personal data

We need certain information about you as an organization to meet our legal, contractual or other obligations. Without this information we may not be able to properly deliver our services and / or goods.

## How do we protect your data?

For its products and services, Co-Dex.eu applies an internal policy which imposes high security standards and we attach great importance to the security and data integrity of our customers and users. These measures are regularly adapted to new regulations and according to market developments.

Thus, in accordance with applicable laws, Co-Dex.eu takes all necessary precautions to protect information and, in particular, to protect information from accidental or illegal destruction, loss, corruption, transmission or unauthorized access. authorized, as well as against any other form of unlawful processing or disclosure to unauthorized persons. In addition, the employees of Co-Dex.eu are required to maintain confidentiality and cannot communicate your data to third parties without authorization.

To this end, the industry of Co-Dex.eu implements standard measures and good practices to protect personal data against unauthorized disclosure. Using industry-recommended encryption technology and other techniques, Co-Dex.eu takes the necessary steps to process your data securely.

However, there is no absolute security against hacking or accidents. This is why Co-Dex.eu undertakes to inform you immediately in the event of a breach of the security of your data and which may have major consequences for you; and make every effort to mitigate the consequences. If you suffer a loss due to the exploitation by a third party of a security breach, Co-Dex.eu undertakes to provide you with all the assistance necessary so that you can assert your rights.

Please note that any user, client or hacker who discovers and abuses a security breach is liable to criminal prosecution and that Co-Dex.eu will take all measures, including filing a complaint and / or initiation of legal proceedings, in order to preserve the data and the rights of its users and itself and to limit the consequences of this abuse.

## Wat kan u doen om uw gegevens te beschermen?

We do everything we can to protect your data, but you can also consider the following measures to protect yourself:

- Install antivirus software, anti-spyware software and a firewall and make sure they are kept up to date;
- Do not leave your equipment and means of access (such as your bank card) unattended;
- Immediately report the loss of your means of authentication, payment cards or other to the distributor of the lost item or for payment cards to Card Stop (+32 70 344 344);
- Disconnect from applications or systems when you are not using them;
- If you do not use your identification tokens, your electronic card or other means of authentication, put it away, otherwise it will remain useful for hackers in many cases;
- Keep your passwords strictly confidential (do not pass them on to anyone) and use strong passwords; avoid obvious combinations of letters and numbers;
- To manage and not forget your passwords, you can use software like KeePass;
- Change your passwords at regular intervals;

- Be careful with anything that seems unusual to you, such as a new Internet address or unusual requests (requesting customer information, payment details, or transferring payments by email).

These practices can also help you in your daily life.

## Location and transfer of data

The servers that store and process your data, including databases, are located entirely within the European Union. If this changes, we will take the necessary steps described in the "Third Party Information" above.

Co-Dex.eu will immediately inform you, if we are authorized to do so, in the event of a request from an administrative or legal authority concerning your data.

## How long do we process your personal data

We keep your data as long as it is necessary for the purposes for which it is processed. After this period, we put in place workable archiving or deletion solutions.

When deciding how long to store your data, we also need to take into account the retention requirement that other applicable laws may impose (e.g. anti-money laundering legislation). We may also store your data as evidence in all legal cases. In this case, this data will not be used actively. Therefore, there is no general retention period for your data - it varies depending on the purposes for which your data is processed. For example, payment data must be kept for up to seven years after the tax year following the tax code; surveillance camera recordings are kept for a shorter period, in particular a maximum of 30 days, as required by law.

### Detail

To see the details of the retention period, read the section "Why do we process your personal data?".

## How to contact us

Co-Dex.eu has appointed a Data Protection Officer or Data Protection Officer, namely Wim Barthier.

If you have any questions about this privacy statement and how we use your data, you can contact us through our regular channels:

- Contact the Co-Dex.eu, your account manager or your helpdesk;
- Call us at +32 47 39 33 43 0;
- Send us an e-mail with the reference "confidentiality" to [wim@co-dex.be](mailto:wim@co-dex.be).

If you do not agree or if you have complaints regarding the processing of your data, you can send your request with the reference "privacy" via:

- Courier: Co-Dex.eu, attn. Complaint management, Albert I-laan 23, 8920 Langemark-Poelkapelle, Belgium (België);
- e-Mail: [wim@co-dex.be](mailto:wim@co-dex.be).

When you contact us, we have an obligation to identify you formally. For example, we may ask you to go to an office of Co-Dex.eu where you can identify yourself. We may also ask you to present a valid identity card or passport. If you wish to identify yourself via your identity card by post, please make your national register number unrecognizable and indicate your telephone number. This information can then be used to identify you as a data subject. If the controller considers that you cannot identify yourself sufficiently, he can only respond in a generic

manner without giving you information about a specific person, in order to avoid an offense or an incident if someone presents himself as another person.

A list with the contact details of the departments responsible within Co-Dex.eu and of the data protection authorities in the countries where Co-Dex.eu operates is available at +32 47 39 33 43 0.

If you think that your rights or freedoms have not been respected, despite our efforts, you can contact the Data Protection Authority at the contact details provided on their website: <https://www.gegevensbeschermingsautoriteit.be/contact>

- Courier: Data Protection Authority, Drukpersstraat 35, 1000 Brussels
- Telephone: +32 (0) 2 274 48 00
- Fax: +32 (0) 2 274 48 35
- e-Mail: [contact \(at\) apd-gba.be](mailto:contact@apd-gba.be)

## Changes to the Privacy policy

Co-Dex.eu reserves the right to update this privacy statement at any time, in particular to respond to changes in legislation or regulations in force. The changes will be announced via the service offered, our website or by e-mail, if possible, at the latest 7 calendar days before the changes take effect.

The last version of this declaration dates from 30-10-2020 and applies from 30-10-2020.