

# PRIVACY POLICY

## Privacy Policy on the Processing of Personal Data of the Customer and Website User and Terms of Use

In this document, below, you will find our entire privacy policy regarding the processing of personal data of the customer and the user of the website and terms of use.

ESOMUS (we, "us") is aware of the importance of respecting the privacy and protecting the personal data of customers and visitors to our website. In this policy, we detail how we process your personal data.

### 1. CHAMP D'APPLICATION

This website is managed by ESOMUS, srl, with registered office at rue de l'arbre à la Croix, 293, 4460 Horion-Hozémont and CBE number BE0723595056. We act as a data controller when we process the personal data of our customers and users of our website.

It is important to us to create and maintain an environment in which our customers can rest assured that their information will not be misused. We comply with applicable data protection regulations, including the General Data Protection Regulation 2016/679 (GDPR), as well as national data protection legislation.

This regulation covers the protection of your personal data and gives you rights in relation to this data.

The purpose of this policy is to inform you what personal data we collect and how it will be used after your visit to our website, and to ensure that it is properly processed.

When you visit our website, this Privacy Policy and Terms of Use apply. The application of any other terms and conditions than this policy is expressly excluded, unless we have agreed in advance in writing. In the latter case, this policy will continue to apply in addition to the specific agreements. The use of this website, the platform and their content is only permitted subject to compliance with this policy. If you do not accept and comply with this policy in its entirety, you must stop using the website, the platform and their content.

### 2. WHAT PERSONAL DATA DO WE COLLECT?

Most of our website can be accessed without you having to provide any personal data. We may collect and process the following categories of personal data for the purposes set out below:

- o Name, title, address;
- o Contact details (email address, phone number);
- o Enterprise;
- o [...].

You may also be required to provide additional/optional information when you fill in forms on our website or when we get in touch with you (by phone, email, at trade fairs or events).

In addition, we may also collect and process information obtained through our website or the devices you use. This data may include:

- o Login data (username and password) for the part of the site reserved for customers;
- o Location data (location data collected through social media or your device's IP addresses; GPS signals sent by a mobile device);
- o Information from cookies, web beacons, or the Internet. This information is collected automatically and may relate to the website you visited before or after ours.
- o We may also collect information about the pages of our website that you view, your IP addresses, the type of browser you use, browsing time, and operating system. Further information on how we use cookies can be found in our Cookie Policy;
- o Data we receive from other websites, for example when you ask us to log in using your Facebook account or other platform;
- o Telephone conversations, which may be recorded for quality assurance or training purposes;
- o [...].

In addition, we may collect publicly available information in order to verify the data we have previously collected and to manage and expand our business.

### 3. WHY DO WE COLLECT THIS INFORMATION AND ON WHAT LEGAL BASIS?

We collect the above information in order to better understand your needs and provide you with a better service, and in particular for the following purposes:

- o To answer your questions (either online and/or by return email) about our products or services, to provide you with information about our products and to track online offers;
- o To provide you with the products and services you have ordered;
- o To give you access to the online client platform where you can:
- o Place your subscriptions and/or orders;
- o View your customer history and warranties;
- o to verify your identity and financial data for payment for our products and services;
- o to improve our products and services;
- o to investigate complaints about our products or services or in connection with our website;
- o to meet legal and regulatory obligations and compliance obligations and requirements;

## Audityx Privacy Policy

- to analyse and monitor the use of customer accounts for the purpose of preventing, investigating and reporting fraud, terrorism, deception, security incidents, cyber security and crime to the relevant authorities;
- To periodically send you promotional emails regarding our products and services, special offers, or other information that we think may be of interest to you;
- To contact you from time to time as part of market research. We may contact you by email or phone;
- To process your personal data for specific purposes as mentioned on specific forms on our website, in written communications or by email;
- [...].

We process the aforementioned personal data on the basis of various grounds listed in Articles 6.1, (a), (b), (c) and (f) of the GDPR.

This is because the processing of your personal data is necessary for the performance of contracts under which we are obliged to fulfil our contractual obligations for the provision of our products or services. If personal data is processed in the context of the performance of the contract (e.g. invoices and communication), it will be stored for a maximum period of 7 years in accordance with the statutory accounting deadlines OR 10 years after the end of the business relationship in accordance with the applicable limitation period.

In some cases, the processing of personal data and their transmission to third-party recipients (e.g. public authorities in the context of public procurement or anti-money laundering) are necessary for compliance with a legal obligation.

We also have a legitimate interest in processing your personal data, which allows us to contact you to conduct our business and inform you about our products, services, promotions and events. Your personal data will be kept for a maximum of five years after the end of the business relationship.

If you are not yet a customer, we will ask for your permission to inform you about our events, products and services for promotional purposes. In this case, we will store your personal data for five years.

<i>Purpose</i>	<i>Personal data</i>	<i>Legal basis</i>	<i>Retention period</i>
Marketing direct (clients)	Name and contact information (e-mail)	Legitimate interest	10 years after the end of the business relationship
Marketing direct (prospects)	Name and contact information (e-mail)	Consent	10 years
Customer Management	Name and contact details (e-mail, phone) / Function Business address	- Processing necessary for the performance of the contract - Legitimate interest	10 years after the end of the business relationship
Using Audityx Software	Name and contact details (e-mail, phone) / Function Business address	- Processing necessary for the performance of the contract - Legitimate interest	10 years after the end of the business relationship

#### 4. HOW DO WE USE AND SHARE YOUR DATA?

We may share your personal data with:

- Companies belonging to the same group and/or subsidiaries; where
- Any third party with whom you have asked us to share your personal data, such as Facebook or other social media if you have asked us to log in with your account; where
- Companies, institutions and/or partners.

We may also share your personal data, based on our legitimate interest, with third parties/partners who assist us in providing our products and services. Some examples of third-party activities include hosting web servers, data analysis, providing marketing support, and customer service.

These companies only have access to your personal data when it is strictly necessary for the performance of their business. They may not use your data for any other purpose.

Your personal data will not be sold or rented to third parties.

We may disclose your personal data for the purposes of enforcing our policy, meeting our legal obligations, or in the interests of security, the public interest, or for law enforcement purposes in any country where we have entities or subsidiaries. For example, we may respond to a request from a law enforcement agency, regulator, or public authority. We may also disclose data in connection with actual or potential litigation or to protect our property, safety, personnel, and other rights or interests.

In the event of a sale to or merger of ESOMUS' business with another company, your data will be communicated to the prospective buyer's advisor and will be transferred to the new owners of the company. In this case, we will take appropriate measures to ensure the integrity and confidentiality of your personal data. However, the use of your personal data will remain subject to this policy.

#### 5. TRANSFER OF YOUR PERSONAL DATA OUTSIDE THE EUROPEAN ECONOMIC AREA

We do not transfer your personal data to third countries outside the European Economic Area.

We may transfer your personal data to third parties located in third countries (outside the European Economic Area (EEA)), i.e. any country that wishes to follow the international ISQM standard. This transfer of data outside the EEA is legal if the recipient of the data is located in a country that ensures an adequate level of protection confirmed by an adequacy decision of the European Commission. Some of these countries may not have equivalent data protection laws to protect the use of your personal data. In this case, we have examined the possibility of applying appropriate precautionary measures such as those in force in the EU, for example by means of standard contractual clauses. In some specific cases, we will ask for your prior consent to transfer your personal data outside the EEA.

For more information on the transfer of data, please follow the procedure described in the article "Rights of the data subject".

#### 6. RIGHTS OF THE DATA SUBJECT

Data protection legislation provides for different rights for the data subject in relation to the processing of personal data, so that the data subject can continue to exercise sufficient control over the processing of his or her personal data.

You have the right to see the information held about you and to obtain a copy of the information in our possession. If your personal data has changed, you have the right to ask us to correct, complete or delete any outdated, incorrect or incomplete information we hold about you.

You also have the right to restrict the processing of your data and to object to the processing of your personal data. In addition, you have the right to receive the personal data concerning you that you have provided to a controller in a structured, commonly used and machine-readable format and to transmit this data to another controller.

### 7. PROCEDURE FOR THE EXERCISE OF RIGHTS AND OTHER PROVISIONS

We may ask you to provide proof of your identity to ensure that your request is legitimate and that we are responding to the person who is authorized to send us any of the above requests and obtain the information.

Please note that in certain circumstances provided for by law, we may refuse access to your information or not comply with your request where we have the right to do so under applicable data protection legislation.

For any questions regarding the processing of your personal data. The ESOMUS manager and/or a dedicated data protection person will respond to your requests to exercise your rights. You have the right to lodge a complaint with the competent (data protection) supervisory authority. In Belgium, this is the Data Protection Authority, located at Rue de la Presse 35, 1000 Brussels ([contact@apd-gba.be](mailto:contact@apd-gba.be)).

### 8. SECURITY

We do everything we can to ensure the security of your data. We have implemented reasonable technical and organisational measures to protect your personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed. However, you should bear in mind that the Internet is an open system and we cannot guarantee that no unauthorized third party will ever be able to circumvent these measures or use your personal data for inappropriate purposes.

Our websites may contain links to third-party websites. We are not responsible for the content of these sites or the privacy standards and practices of these third parties. Please ensure that you read and understand the relevant privacy policy of these third parties and their websites before accepting their cookies and browsing their website to ensure that your personal data is sufficiently protected.

### 9. TERMS OF USE AND LIABILITY

#### A. Rights to the Website and Content – Permitted Use

Our website and the content made available on it (e.g. text, images, films, data, software, trademarks and trade names, and other information) are protected by copyrights and intellectual property and other rights owned by us, our affiliates (parent, sister companies or subsidiaries) and/or our licensors and/or partners.

Visitors to our websites and any possible platforms (customer area) have a right of use to view the website, platform and content for their own use. This right of use is personal, non-exclusive and non-transferable and we reserve the right to revoke it at any time and without justification. Any other use of the content and any other elements of the Website and/or Platform (e.g., reproduction, modification, publication or other dissemination) is prohibited except with the express, prior written consent of us and/or our licensors.



## B. Prohibited Use of the Website and Content

You agree not to use the Site, the Platform, the Online Software and any Content in an unlawful manner and/or for any unlawful purpose,

- In a manner that damages, alters, interrupts, stops, or renders them less effective
- For sending or placing computer viruses or content that is offensive, obscene or threatening, or otherwise not in accordance with the intent of the Website and Platform
- In a way that results in a violation of a third party's rights or our rights, such as the right to privacy, data protection, and intellectual property rights
- For the display and sending of promotional or advertising messages without our prior consent and insofar as the recipient has not consented to this.

## C. Responsibility

We take reasonable steps to ensure that the information we publish ourselves on our websites and platforms is as complete, correct and up-to-date as possible, but we cannot guarantee that all information provided is completely error-free.

The information is not directed to specific individuals or organizations and is therefore not necessarily complete, relevant and accurate. The information cannot be considered as professional or legal advice (an expert should always be consulted for this purpose). The user is solely responsible for the use he or she makes of our websites, the platform, our online software and the information contained therein. We do not accept any liability for any damage resulting from any incorrect information published on our websites.

We strive to limit technical malfunctions as much as possible. However, when using our websites or platforms, and/or our online software, errors may occur that may affect their availability and operation. Our websites, online platforms and software and their content published on it are provided "as is", and we accept no responsibility for any problems arising from the use of our websites, the platform, our online software and the information or content thereof.

The web pages or our websites, online software and information may contain links to other external websites over which we have no control and for which we accept no responsibility. We are also not responsible for the content and information that users may post on our websites, platforms, online software and information. The user undertakes to indemnify us and hold us harmless for any damage resulting from such content and information.

## 10. APPLICABLE LAW AND COMPETENT COURTS

Belgian law applies to our website, this policy and all disputes relating to it. In the event of a dispute, only the courts of Liège have jurisdiction.

## 11. CHANGES TO THIS POLICY

ESOMUS may modify and update this policy at any time to ensure that it accurately reflects how we process your personal data at any given time. The updated version of this policy will be posted on the same webpage and will be effective immediately upon posting. Please check this webpage regularly to ensure that you are always aware of the type of information we collect and process, how your data is used and under what circumstances, and when we share your data with third parties.

## 12. VERSIONS

Version: 01 October 2024

## 13. COORDINATES

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