

GETIZY - Privacy Policy

GETIZY attaches great importance to the respect of the personal data it holds.

This Privacy Policy aims to inform customers, prospects or any other person whose data **GETIZY** processes about the data processed, the processing carried out, the purposes of said processing and the rights that any person has in this regard in accordance with Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter "RGPD") and the applicable national law on the matter (Law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data).

1. Person in charge of the treatment

The data controller is **GETIZY SRL** ("**GETIZY**"), a limited liability company under Belgian law with its registered office at **/ADRESSE/** and registered with the Crossroads Bank for Enterprises under number **/XXXX.XXX.XXX/** (RPM **/XXXXX/**).

Any questions or requests concerning the processing of personal data can be sent by e-mail to **/EMAIL ADDRESS/**.

2. Data collected

Every time you interact with **GETIZY**, we collect and process your personal data.

2.1. Customers

GETIZY collects the following personal data from its customers:

- The identifying data of the contact person (name, e-mail address, telephone number, address, etc.). If necessary, we may ask you for a copy of the identity card;
- Your date of birth ;
- Your order and transaction information;
- Your payment information;
- Your billing information;
- Any information whose collection can be considered useful in order to manage your request and/or to answer the questions that you would ask us;
- Your interests;
- Etc.

If you should contact our Customer Service or if you contact us via other channels (e.g. via social networks or by communicating via our website), we will also collect your personal data at that time.

2.2. Opinion on the service provided

At the end of the contract, you may be asked to provide feedback by email on the quality of the service provided by **GETIZY**. The processing of this email, as defined in the GDPR, has your consent as its legal basis, unless your consent is not required in accordance with applicable law.

GETIZY also processes personal data when you send an opinion on the quality of the service provided. The legal basis for processing personal data when you send a review is the consent you have given.

In either case, you may withdraw your consent by contacting **GETIZY** via **our privacy form**.

The personal data we process when you post a review of the quality of service provided by **GETIZY** are the identifying data of the contact person (name, e-mail address, telephone number, address, etc.) and your review.

2.3. Accounts receivable

The creation of a customer account is based on your consent.

You may withdraw your consent and/or delete your account by contacting us via our privacy form. Withdrawing or deleting your account may negatively impact your user experience.

The personal data we process when you create your account are the identifying data of the contact person (name, e-mail address, telephone number, address, etc.).

2.4. Prospects and marketing

GETIZY collects personal data from potential prospects and/or other service providers of the same type as **GETIZY**, namely the contact person's identification data (e-mail address, telephone number, address, etc.), areas of interest, history of contacts and participation in events organized by **GETIZY**, and any information voluntarily given by the prospect and/or other service providers.

GETIZY also processes the personal data of its customers in order to send them marketing messages and notifications. These messages include the latest news, possible discounts and other promotional actions, regardless of the format used to share such messages (including email or push messages).

The processing of such personal data, as defined in the GDPR, has as its legal basis your consent, provided during the ordering process, unless your consent is not required in accordance with applicable law.

Whenever you change your preferences for receiving messages and notifications of this type, you can unsubscribe using the link in the messages, in your account settings or via our privacy form.

The personal data we process for marketing purposes are contact identification data (name, email address, phone number, address, etc.), your order and transaction information, your reviews (optional), your campaign data (optional), the ID of the device you are using, cookies and other technological data.

GETIZY also uses the personal data of its customers to meet its reporting obligations to advertisers and to improve its website and, where appropriate, its range of products and services.

2.5. Customer research

GETIZY is concerned that the services offered correspond to your preferences and wishes to constantly improve its services and platforms. In this context, **GETIZY** may contact you to conduct customer research. We will only send you such communications with your prior consent, unless not required by applicable law.

Participation in customer satisfaction surveys is completely voluntary. If you do not wish to receive these surveys, you can unsubscribe directly in the messages.

The personal data we process when you respond to customer surveys are the contact person's identification data (name, e-mail address, telephone number, address, etc.), your order and transaction data, your contribution to the surveys.

2.6. Cookies

GETIZY uses cookies or similar technologies for functional, analytical and marketing purposes.

The personal data processed for cookies differs according to the purpose (functional, analytical or marketing) and depends on the preferences you have set.

2.7. Fraud Prevention

GETIZY processes your personal data to prevent fraud and other forms of abuse in and through the services we offer.

2.8. Management of received e-mails

GETIZY collects the identification data of the contact person (name, surname, e-mail address, telephone number, etc.) revealed voluntarily when that person sends an e-mail.

3. Purposes pursued

GETIZY collects the personal data of the above-mentioned persons (see *above*, 2.) for various reasons, which are detailed below.

3.1. Customer Relationship Management

GETIZY collects the data of its customers (*supra*, 2.1. to 2.3.) in order to manage the existing relationship with said customers (contract execution, issue and collection of invoices, ...).

This purpose of processing is based on the performance of the contract binding the customer and **GETIZY**, or the performance of pre-contractual measures taken at the request of that customer, as well as on **GETIZY**'s legitimate interest in processing said data in order to provide the best possible service to the customer (Art. 6, § 1, b) and f) of the GDPR).

3.2. Prospect relationship management, customer research and marketing, cookies

GETIZY collects prospect, customer research and marketing data, cookies (*supra*, 2.4 and 2.6.) in order to manage the relationship with said prospects (invitations, sharing of information relevant to said prospect, calls for tenders, requests for service, management of **GETIZY**'s LinkedIn page and online presence) and to optimize the customer experience.

This processing purpose is based on **GETIZY**'s legitimate interest in processing said data for marketing purposes and to obtain reports and analyses (Art. 6, § 1, b), and f) GDPR). **GETIZY** always ensures that reports do not contain personal data so that the information cannot be traced back to you.

The consent of the persons whose data are processed will be requested when the specific rules on direct marketing by e-mail apply (art. XII.13 of the Economic Law Code and Royal Decree of April 4, 2003).

3.3. Fraud Prevention

GETIZY is concerned with avoiding fraud and other forms of abuse in and through the services it offers (*supra*, 2.7.).

The legitimate interest of preventing fraud mechanisms (Art. 6, § 1, f) of the GDPR) justifies the processing of your following personal data: the identification data of the contact person, your order and transaction data, your payment information and your billing data.

3.4. Management of received e-mails

GETIZY collects the data of the persons who contact it (see *above*, 2.8.) in order to be able to respond to them.

This purpose of processing is based on the legitimate interest of **GETIZY** to process the said data in order to respond to e-mails that would be sent to it (art. 6, § 1, f) of the GDPR).

3.5. Additional purposes

GETIZY will only use your personal data for the purposes described above.

If we wish to use the data for other purposes, we will take appropriate steps to notify you, depending on the significance of the changes we make.

Where required by applicable data protection legislation, we will seek your consent.

4. Transfer of data to third parties

GETIZY may work with third parties in order to carry out the processing described above and/or to comply with legal obligations.

These third parties will process your personal data on our behalf (as subcontractors) or as independent data controllers, and will have access to your personal data for the purposes described in this Privacy Notice.

GETIZY requires third parties to protect your personal data in accordance with the standards set out in this privacy statement and takes all appropriate steps in accordance with applicable data protection law to ensure the same level of protection and confidentiality.

GETIZY also shares your personal data with other third party data processors where appropriate or required by applicable law or regulation (including by court order) or where we believe that disclosure is necessary to comply with legal obligations, to exercise, establish or defend legal rights or to protect the vital interests of any person. Such third party processors of personal data may include law enforcement agencies.

GETIZY may also disclose your data to any company or prospective purchaser of all or substantially all of its assets in connection with any sale or transfer of those assets.

Your personal data will be shared with the following parties:

- Software providers ;
- Implementing Partners;
- Payment and Card Service Providers;
- Companies in charge of customer satisfaction surveys;
- Partners in loyalty actions ;
- Professional Advisors;
- Law enforcement, regulatory bodies and/or government agencies;
- Potential buyers; and
- any other third party, provided that you have given your consent to the disclosure.

5. Age

The **GETIZY** website is not intended for persons under the age of 18.

GETIZY does not intend to collect personal data from website visitors under the age of 18; however, we are unable to verify the age of visitors. We therefore advise parents to monitor their children's online activities to prevent the collection of personal data without parental consent.

If you feel that we have collected personal data from a minor without consent, please contact **GETIZY** and we will ensure that the data is deleted where appropriate.

6. Third party websites

The **GETIZY** website may include links to third party websites (payment platforms, etc.). When accessing these third party websites, please keep in mind that each of these sites has its own privacy statement.

Although **GETIZY** is very careful in selecting linked websites, we cannot assume full responsibility for the way they handle your personal data.

7. Shelf life

GETIZY only retains your personal data for as long as is necessary to fulfill the purposes for which it was collected, including for the purpose of satisfying any legal, tax, accounting or reporting requirements.

In determining the appropriate retention period for personal data, **GETIZY takes into** account the amount, nature and sensitivity of the personal data, the potential risk of harm resulting from the unauthorized use or disclosure of your personal data, the purposes for which we process your personal data, and the possibility of achieving those purposes by other means, as well as applicable legal requirements.

In some cases, **GETIZY** may anonymize your personal data so that it can no longer be associated with you, in which case **GETIZY** may use this information indefinitely and without notice.

If you have any questions about how we store your personal data, you can contact **GETIZY**.

8. Rights of the persons concerned

The following rights are recognized to the persons concerned, it being understood that their exercise may not infringe on the rights and freedoms of others.

8.1. Right of access

Any data subject may access the following information about him or her:

- Categories of personal data collected, processing carried out and purposes;
- The category of persons to whom the personal data have been or will be disclosed;
- How long personal data is kept;
- Your rights in this matter; and
- The source of the personal data when it has not been collected directly from the data subject).

8.2. Right of rectification

Any data subject may request **GETIZY to** correct and/or update his/her personal data processed by **GETIZY**.

8.3. Right to erasure

Any data subject may request **GETIZY** to delete his or her personal data processed by **GETIZY** in the following cases:

- Personal data are no longer necessary for the purposes for which they were collected or processed;
- The data subject has withdrawn his or her consent (where the processing carried out was based on such consent) ;
- When the data subject considers that one of the processing operations pursued does not comply with the GDPR, infringes his/her privacy and/or causes him/her undue harm;
- If the person concerned no longer wishes to receive commercial solicitations from **GETIZY**; and
- when personal data must be deleted to comply with a legal obligation that is provided for by European Union law or by national law to which **GETIZY** is subject.

However, **GETIZY** may not be able to comply with a request for deletion (balance with other important rights or values, such as freedom of expression, compliance with a legal obligation to which **GETIZY** is subject, or important public interest reasons).

8.4. Right to limit processing

Any data subject may request the restriction of the processing of his/her personal data in the following cases:

- The accuracy of the data in question is disputed;
- The data is not processed in accordance with the GDPR and/or Belgian law;
- The data is no longer needed to fulfil the original purpose but cannot yet be deleted for legal reasons; and
- the decision on a request to object to the processing is pending.

In case of restriction of processing, the personal data concerned will no longer be processed in any way without the prior consent of the data subject, with the exception of their retention (storage).

The said personal data may nevertheless still be processed for the establishment, exercise or defence of legal claims, or for the protection of the rights of another legal or natural person, or for important reasons of public interest.

8.5. Right to object

Any person concerned may object to the use of his or her personal data for commercial solicitation purposes.

However, such a request cannot be granted if the processing is necessary for the conclusion or performance of a contract, if it is required by law or if it is necessary to establish, exercise or defend legal claims.

8.6. Right to data portability

Any data subject may retrieve any personal data processed by **GETIZY** for his or her personal use or request **GETIZY** to transfer any personal data to another company if such a transfer is technically possible.

This right does not apply to data created by **GETIZY**.

GETIZY will not be able to grant your request if the exercise of this right infringes the rights and freedoms of third parties.

9. Exercise of rights and questions

Any requests or questions can be sent to **/ADDRESS E-MAIL/** and should include the following details:

- The right the person concerned wishes to exercise or the question asked;
- The reasons for the request; and
- a copy of both sides of the identity card.

GETIZY has a period of one (1) month to respond to any request, increased by two (2) additional months in the case of a request requiring in-depth research.

Any data subject retains the right to address directly the Belgian Data Protection Authority (DPA), whose contact details can be found on the following website: <https://www.autoriteprotectiondonnees.be/>

10. Various

This Privacy Policy is applicable in conjunction with **GETIZY's** Terms and Conditions. Any clause or condition, however, is a separate and independent provision. If any provision is held to be invalid or unenforceable, all other provisions will remain in effect.

In the event of a discrepancy between the language versions of this Privacy Policy, the French language version shall prevail.

This Privacy Policy may be subject to change at regular intervals, in particular to take into account possible legislative changes or the evolution of our services. These changes, if substantial (in particular those modifying the purpose of the processing or the way in which data subjects can exercise their rights), will be brought to the attention of the data subjects.

GETIZY encourages data subjects to regularly review this Privacy Policy to learn how **GETIZY** protects personal data processed.

This privacy statement was last updated on January 21, 2022.