

## **Privacy policy (GDPR)**

In order to provide you with the best possible service, we often need your contact details and any other relevant information. As a company, we attach great importance to the correct processing of this data and act in accordance with European Regulation 2016/679 of April 27, 2016 on the protection of individuals with regard to the processing of personal data ("GDPR" or "RGPD"). We would like to provide you with more information on this in this privacy statement.

### **Who is responsible for processing and protecting your data?**

1) Data controller: S.A. Dynamized Technologies (manufacturer of the Biodynamizer) is responsible for processing your personal data whose head office is at Sentier Muraes 10, 1440 Braine le Château - Belgium with the number BCE: BE 646.898.542.

You can contact us using the following contact details:

Mail: [team@biodynamizer.com](mailto:team@biodynamizer.com)

2) Persons responsible for protection.

Within the company, the persons responsible are the directors of the company, namely Messrs Christophe Carrette and Tanguy De Perst. For any questions and / or comments, you can always contact us at the following email address: [team@biodynamizer.com](mailto:team@biodynamizer.com)

### **Why do we ask for personal data ?**

When we ask for personal data, it is always for a specific reason. We only use the data for this reason and not for other reasons of which you have not been informed and / or for which you have not given your consent. The reasons for which we request this information depend primarily on whether or not we have a contractual relationship with you:

1. There is a contractual and / or commercial relationship with you or we are in the process of entering into a relationship with you (customers, prospects, suppliers, partners). We ask for your data for the following reasons:

- The correct execution of our contract: monitoring of your order, delivery of your order, placement instructions, advice, monitoring of any maintenance contract, planned maintenance visits or other interventions, invoicing, payment monitoring, etc. .
- Maintain our commercial relationship, for example, by keeping you informed of new developments or general information concerning filters / Biodynamizer / services / installations (e.g recall campaigns, planned work, modified manuals, etc.)

- Customer support: follow-up of complaints concerning products / services (including history)
- In the event that we grant you a commercial guarantee on (one of) our products, for the management of this guarantee.
- Carrying out satisfaction surveys to improve our services
- Targeted promotions or information campaigns linked to existing products / services or new products / services with products / services that you have already purchased from us and which are likely to interest you. You can always object to this form of communication.
- Invitations to conferences, events, fairs or similar activities, after which we also keep lists of participants for the correct organization of these activities. You can always object to this form of communication.

2. There is no contractual relationship with you, but you show interest in our products / services:

- If you wish to make an appointment to obtain more information on our products / services.
- If you have a question, by phone or via the website: to allow us to answer this question.
- Sending a newsletter, only after you have registered yourself. We still provide the option to unsubscribe.
- Sending promotions relating to existing products and services or new products and services, only after obtaining your permission. This consent can be withdrawn at any time.

## What personal data do we request / process?

- Name and contact details: name, surname, telephone number, e-mail address, postal address, site address and / or delivery address (if applicable).
- Bank account number (only in the context of a contractual relationship)
- Details of the interventions carried out, intervention reports,
- Information when visiting our websites, this information may be used for "profiling" reasons.

Dynamized Technologies S.A. does not process sensitive data referred to in article 9 of the general data protection law. If this happens exceptionally, for specific reasons, you will be explicitly informed and your consent will always be required.

## On what legal basis do we collect and use your data?

1) If it is necessary for the execution of our contract:

We collect and use a large amount of data to correctly execute the agreement which binds us to you (management of your order, delivery, invoicing, processing of complaints, etc.). This data is therefore necessary to enable us to execute the contract. This communication is essential for the execution of the contract.

2) With your express consent, which can be revoked at any time:

- Sending newsletters;
  - Sending commercial information other than that covered by "legitimate interest";
- 3) Our legitimate interest as a business:

As part of an existing business relationship, we use your data to allow us to maximize our sales. This includes sending targeted promotions, inviting you to events, conferences and carrying out satisfaction surveys. We always keep in mind that our interests must be balanced with yours and we always offer the possibility for you to opt-out.

## What are your rights regarding your data?

You are always entitled to:

- Request access, rectification or deletion of your data.
- Request a restriction on the processing of your data.
- To object to the processing of your data.
- Request the transfer of your data.

If we process your data on the basis of your consent, you have the right to withdraw your consent at any time.

If you believe that we are not processing your data correctly, you can of course always contact us, and / or file a complaint with a supervisory authority.

The above rights can be exercised by sending an email to the following address: [team@biodynamizer.com](mailto:team@biodynamizer.com)

We assure you that we will respond to your request within 5 working days after contacting us.

## How long do we keep your data for?

We keep your data up to date for as long as necessary. The most important criterion on the basis of which the duration is determined is therefore the duration during which the personal data are necessary for the delivery of the products / services, the after-sales service (in particular the delivery of the filter cartridges) and the duration necessary for our business activities.

## Data protection and data security.

Dynamized Technologies S.A. processes personal data, with the utmost care. Consequently, it takes all the technical and organizational measures necessary to ensure protection. When the intention is to implement a new IT architecture and / or new business procedures, an in-depth impact analysis of the announced measures will be carried out. If this proves that the risk for the data is too great, S.A. Dynamized

Technologies will not carry out the implementation or will take the necessary security measures.

If S.A. Dynamized Technologies subcontracts treatment to service providers, it undertakes to conclude adequate and complete treatment agreements in order to guarantee protection.