

PRIVACY POLICY FOR CUSTOMERS AND SUPPLIERS

1. What is this policy about?

The protection of your personal data is a special concern to us, **Hyloris Supply NV/SA**, a limited liability company incorporated under Belgian law with registered office in 4000 Liège, Boulevard Gustave Kleyer 17/001 (Belgium) and registered with the Crossroads Bank for Enterprises under number 0669.738.676 (herein also referred to as “we”, “us” or “our”).

In the context of our activities, we process personal data about our customers and suppliers, and we are committed to protecting those personal data and maintaining the accuracy, confidentiality, and integrity thereof.

This privacy policy informs you, as customer or supplier, in detail about the personal data that we collect and use about you.

We process your personal data in accordance with data protection regulations, in particular the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016; “**GDPR**”) and any local laws and implementation acts, as well as this privacy policy.

As our Employee, you also have responsibilities in relation to personal data. This may be the case if you have any questions about your personal data or the processing thereof, or if you have concerns about a potential data breach by us, please email us at: contact@Hyloris.com.

2. Who are we ?

We are **Hyloris Supply NV/SA**, a limited liability company incorporated under Belgian law with registered office in 4000 Liège, Boulevard Gustave Kleyer 17/001 (Belgium) and registered with the Crossroads Bank for Enterprises under number 0669.738.676.

We are the data controller in relation to the personal data processed in accordance with this policy.

Our contact details are:

- Phone: +32 (0)4 346 02 07
- Email: contact@Hyloris.com

3. Collection of Personal Data

3.1 How do we collect your personal data ?

We may process personal data relating to you if you are one of our current, former, or prospective customers or suppliers or the representative of one of our current, former, or prospective customers or suppliers.

We collect personal data directly from you only.

3.2 What categories of personal data do we collect?

We collect the following categories of personal data from you and about you:

- your name
- your email address
- your work address
- your work phone number
- if you send us a request or contact us through our Website, your IP address.

4. Processing of your Personal Data

4.1 For what purposes of and on the basis of what legal grounds do we process personal data?

4.1.1 Current purposes and legal grounds

We process personal data for the following purposes:

- if you are one of our customers or a representative of one of our customers for:
 - customer relationship management, including without limitation conducting satisfaction surveys, informing you about new promotions and/or services that you ordered in the past, and informing you about new products and/or services; and
 - orders and sales management.
- if you are one of our suppliers or a representative of one of our suppliers for:
 - supplier relationship management; and
 - purchasing management.

We do not use personal data in any automated decision-making, including profiling.

If you are a customer or a representative of a customer and you do not wish to receive any promotional messages from us, you have the right to object thereto, free of charge, whenever your personal data is collected and each time that we send you a promotional message. You will find below (6.2) the information necessary for exercising this right.

We process personal data only to the extent necessary for us to perform your contract or for the purposes of our legitimate interests.

4.1.2 Future purposes

If we consider processing your personal data for other purposes than those mentioned under 5.1.1, we will inform you thereof before we start processing your personal data for the new purpose.

4.2 How long will your Personal Data be retained?

Your personal data will be retained :

- if you are one of our customers or a representative of one of our customers:
 - for as long as necessary for the purposes outlined under 4.1. and for a maximum of two years after the order has been completed.
- if you are one of our suppliers or a representative of one of our suppliers:
 - for as long as necessary for the purposes outlined under 4.1. and for a maximum of two years after the order has been completed.

We may retain some of your data longer for administrative purposes or to comply with our legal obligations. In such case, we will only keep the data that is strictly necessary and will only use your data for those purposes.

4.3 To whom will your Personal Data be disclosed?

For the purposes described above, we may disclose your personal data to:

- Our supplier or customer manager; and
- the members of staff of the finance and legal departments who need to obtain access to your personal data for the purposes outlined above.

We require that any third party to whom your personal data is disclosed provides the same level of protection as applied by us when handling your Personal Information.

Whenever your personal data is disclosed to third parties it will only be to the extent necessary to perform your contract or for the purposes of our legitimate interests, and we will ensure that those third parties will process your personal data with the same level of privacy protection as that which we provide.

5. Security

We implement appropriate physical, administrative and technical measures, such as pseudonymizing, encryption and access controls, designed to protect your personal data against accidental, unlawful or unauthorized destruction, loss, alteration, disclosure or access or use, and all other unlawful forms of processing.

6. Your rights

6.1 What are your rights with regard to data processing?

You have the right to request:

- access to your personal data at any time;
- that inaccurate, outdated, or no longer necessary information be corrected, erased, or restricted;
- in certain circumstances, the erasure of your data, especially if the personal data concerned have been collected directly from you and that those personal data are no longer necessary for the purpose for which we collected it, the processing of the personal data concerned was based on your prior consent and you have withdrawn such consent or if you object to the processing of the personal data.

If we are processing personal data relating to you based on your prior consent, you may withdraw your consent at any time.

You may object to the processing of your data at any time on condition that your objection is justified on your own grounds, and such justification is within the limits of applicable data protection regulations.

If you object to the processing of your personal data, or if you challenge the legality of the processing of your personal data or the accuracy of your personal, you may request that we restrict the processing of your personal data for the time necessary for us to verify the basis of your request.

You may also request such restriction if the processing of your personal data is considered illegal but you do not want your personal data to be deleted.

6.2 How to exercise your rights?

You can exercise the rights described above by sending an email to contact@Hyloris.com.

Upon receipt of your request, we will answer you as soon as possible.

If you are not satisfied with our response to your request with regard to your exercise of those rights, you may file a complaint with the data protection authority in the country where you have your habitual residence, your place of work or where the alleged infringement of your rights occurred.

7. Changes to this Policy in the Future

We might bring changes to this policy from time to time in order to comply with any changes in the applicable laws, regulations and practices, as well as to reflect possible changes in the way we collect and process personal data.

Any changes we make to this policy will be posted on this page and, where appropriate, notified to you by e-mail.

We invite you to check back on regular basis to see if any updates or changes have been brought to this policy.