

## **Privacy Statement**

*This is a translation. In the event of a discrepancy, the Dutch version prevails and is leading.*

### **Article 1      General principles**

We attach great importance to the protection of your personal data and your privacy at Connect Solutions BVBA.

This privacy statement provides you with detailed information regarding the protection of your personal data in relation to the DIGICONNECT platform and the related services, in particular the qualified trust service Aangetekende.email, managed by Connect Solutions with office at 3520 Zonhoven, Grote Hemmenweg 81b.

As controller we are responsible for the processing of your personal data within the framework of the DIGICONNECT platform and the related services.

The purpose of this privacy statement is to inform you about the nature of the personal data we process, the purposes for which we process and share this data. We also share the storage periods for these personal data and how you can exercise your rights.

You are requested to read this privacy statement carefully and to take note of the contents. It is not excluded that the content of this privacy statement may change, so we ask you to check this on a regular basis so that you are kept informed of the changes made. When CONNECT SOLUTIONS implements changes or additions to the Privacy Statement, it changes the date of the "latest update" at the bottom of the document.

These adjustments will always take place in accordance with the General Data Protection Regulation.

### **Article 2      What personal data do we use about you?**

We process the following categories of personal data of the users of the platform DIGICONNECT and the related services:

- Identification data: name, first name and public certificates of the eID;
- Login details, username, password;
- Contact details: postal address, e-mail address and mobile phone number;  
Private postal address is only maintained in the case of a private account and is not applicable if you are a user in function of a company account.
- Transaction details:  
Sender, addressee, the content of the message and any attached documents, time of delivery and receipt;
- Payment data: purchase and consumption of credits, invoicing.

In addition, the following data is logged for each use of the services linked to the DIGICONNECT platform:

- The IP address that you are assigned at the time of the connection;
- Date and time of access to the platform;
- Language selection;
- Used browser and operating system.

### **Article 3      Specific cases of collection of personal data**

Within the framework of a business account, we collect and use the above personal information from you in function of your powers within the company account.

These personal data are obtained directly from you as soon as you register as a user within the company account. The use of this personal data is necessary for authentication and signature validation for you as being a user of the company account and will not be used for any other purposes.

### **Article 4      What are the goals and the processing grounds for your personal data?**

The personal data will not be used for any other purposes than those that are necessary in the context of the services connected to the DIGICONNECT platform.

Connect Solutions BVBA will treat the personal data as confidential information.

We collect and use your personal data only if at least one of the following conditions is met:

#### 1. Permission

When you create an account or when you join an existing account, you give Connect Solutions bvba permission to process your personal data in the context of the services connected to the DIGICONNECT platform.

#### 2. Agreement

It is necessary to process your data within the framework of the agreement to use the services of DIGICONNECT.

#### 3. Justified interest

We use your personal data to identify you and, more specifically, to provide our qualified trusted service Aangetekende.email with a legally conclusive framework, where the identification of sender and addressee is a necessity to comply with the eIDAS regulation and to provide you with the necessary guarantees as a qualified trust service.

Connect Solutions BVBA is deemed to have fulfilled its obligations regarding security and protection of personal data in accordance with the General Data Protection Regulation.

### **Article 5      With whom do we share your personal data?**

To be able to fulfill the goals of the qualified trust service Aangetekende.email, we share personal data with other users of the service and with your correspondents on the service. These users / correspondents can be both natural and legal persons.

In case you are a user of a company account, we do not share personal data with other users / correspondents.

In case of a private account we share your email address, name and first name with other users of the service and your correspondents.

Connect Solutions makes every effort to protect your privacy. Of course, this is only possible if you yourself take the necessary measures to protect your privacy. For example: Never give your password or other login details to third parties.

We also share your personal data with third parties if such a transfer is imposed by or pursuant to a law, decree or ordinance.

Your personal data will never be processed by an institution or company that is located outside the European Union.

## **Article 6      Retention period of your personal data?**

Connect Solutions BVBA does not store personal data longer than necessary for the purpose for which it was provided or required by law.

*In the case of a private account*

Your personal data will be stored for up to 45 days after cancellation of your account.

*In the case of a company account*

- You are an administrator.

If you wish the company account to remain active, you will have to be replaced by another administrator before you can delete yourself as sole administrator. From the moment that another administrator is assigned to the company account, you will be able to delete your user account and your personal data will be deleted.

If 2 or more administrators are already connected to the company account, your personal data will immediately be deleted when your user account is deleted.

If you completely remove the company account, your personal data will be deleted with a maximum of 45 days after cancellation of the company account.

- You are a “normal” user.

If you are added to a company account as a user, your personal data will be retained during the period that you are a user.

From the moment that the administrator of the company account removes you as a user, your personal data will also be removed by this.

Caution! If you are still registered on the platform in function of another account, either a private account or a company account, your personal data will still be stored in function of the other accounts.

Your personal data may still occur in transaction loggings.

## **Article 7      What rights do you have as a user and how can you exercise this?**

### *Insight*

You can obtain information about the processing of your personal data by consulting it in your account. If you require more detailed information about the processing of your personal data, you can request them in writing. This can involve an administrative cost.

### *Improvement*

You can always update the personal data in your account if they are incorrect or incomplete.

### *Clear / forget / Right to limit*

You may at any time delete your personal data, request a restriction on the processing of your personal data or withdraw your consent to the processing of your personal data.

Please note that the deadline for deleting your personal data is determined in accordance with article 6.

If you want to execute the above rights, this may result in you no longer being able to use the services of the DIGICONNECT platform.

### *Portability of data*

You have the right to transfer the personal data you have provided to us to a third party, as far as this is technically possible.

## **Article 8      How can you contact us?**

You can also contact us if you have a complaint about how we collect, store or use your personal data. We will make every effort to resolve complaints, but if you are not satisfied with our response, you can contact the supervisory authority.

Please send your written question or complaint to:

**Connect Solutions BVBA**

**Adres: Grote Hemmenweg 81b, 3520 Zonhoven**

**E-mail: [privacy@connect-solutions.be](mailto:privacy@connect-solutions.be)**

We may ask you for additional information to verify your identity before we handle your request or complaint. If you contact us on behalf of someone else, we may also request additional information to ensure that you are authorized to submit such a request or complaint.

*Last update: 05-11-2018*