

## Eurofins Assurance Privacy Notice

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Thank you for visiting our website. This Privacy Notice sets out the basis on which Eurofins Assurance's potential and existing customers ("you") personal data provided through Eurofins (defined below under controller information) web forms will be processed by Eurofins.

Please read the following carefully to understand Eurofins practices regarding your personal data and how Eurofins will treat it. If you have any questions regarding this Privacy Notice or if you want to lodge a request in relation to your personal information, please contact us via our contact point:

[assurance@cpt.eurofinscn.com](mailto:assurance@cpt.eurofinscn.com)

## 1. Controller information

The person in charge of the control of any information obtained through this web form (referred hereinafter as the "controller" or "Eurofins" or "we") is:

Eurofins Assurance  
Avenue Hermann-  
Debroux 48 B-1160  
Brussels, Belgium

## 2. What personal information do we collect and how?

We collect the personal information which is requested in our web forms and that you agreed to give us.

Such personal information usually consists of:

- data about your identity such as your form of greeting, your last name, your first name;
- data about your occupation such as the name of your company and the title of your position;
- information on how to contact you such as your e-mail address, your professional direct phone, your professional direct fax, your mobile phone and your postal address;
- data about your communication preferences such as the language and channel to be used;
- data about your business interests;
- data about events you want to participate to (webinars, exhibitions, trainings, etc.);
- data about your participation in the events (webinars, exhibitions, trainings, etc.) or purchase of our other services and products;
- details related to your purchase of our services and products including financial and transaction information such as payments, invoices and credit note.
- Data about your complaint history of our services/ transactions

You should only give us the personal information requested if you are interested to become a potential customer of Eurofins Assurance. However, if you want to enter into a business relationship with us, you should provide us with the information necessary to enter into the relevant contracts and perform the relevant services.

We also use the user-behaviour tracker tool available on our CRM software enabling us to know your behaviour on our marketing activities and campaigns.

### 3. Why do we use personal information about you?

We may use the information we collect through the web forms for the following purposes:

- Contact you in any means;
- Provide, administer and communicate with you about products, services, events, surveys and promotions by Eurofins or our affiliates (including by sending you marketing communications and newsletters);
- Give you the possibility to attend seminars and trainings;
- Conclude and execute the contract with you related to your use of our services or products;
- Issue and archive financial documents related to the transaction with you such as invoices, receipts or credit notes as well as declare or collect relevant taxes or other public fees;
- Maintain accounting books in line with applicable legislation;
- Process, evaluate and respond to your requests and enquiries (including quote requests, documentation requests), inquiries and applications, complaints related to our services and products;
- Create, administer and communicate with you about your account (including any purchases and payments);
- Provide investor and customer services;
- Enter into a business relationship with you;
- Ensure customers satisfaction through sending customers surveys;
- Comply with laws and obligations we are subject to;
- Maintain our software (including but not limited to bug fixes);
- Gathering statistics on your responsiveness towards our marketing activities and campaigns;
- Be able to make your rights described below exercisable.

We also may use personal information for additional purposes. We will identify these additional purposes at the time of collection if any.

### 4. Which processing ground(s) do we rely upon for processing your personal information?

In order to process your personal data, depending on the situation, we rely on:

- our legitimate interests (not for sensitive data), being
  - reply to your orders, inquiries, complaints;
  - prevention of fraud;
  - direct marketing;
  - the necessity for the establishment, exercise or defense of legal claims;
  - transfer of information within the group for administrative purposes;
  - maintenance (including but not limited to bug fixes) of our database;
  - ensure quality and upgrade our services, products or systems;
  - ensure security and business continuity of our enterprise, systems, products or services.
- legal obligations (regarding sensitive data, only legal obligations in the field of employment and social security law);
- contract performance, including the continuous improvement of the services provided under such contracts;
- ensure performance of a contract entered into with your employer;

#### 5. If you give us your consent to process your personal information for a specific purpose, can you withdraw it afterwards?

Yes, you can withdraw your consent in full or in parts at any time by changing your preferences through a link provided in all emails footer or by contacting our contact point indicated above.

#### 6. Who your personal information will be transferred to?

Your personal data might be transferred to any Eurofins affiliates (which can be found at <https://www.eurofins.com/>). We do not sell or otherwise disclose personal information about you to third parties except as described below:

- to trusted businesses or persons to process your personal information for us, based on our instructions and in compliance with applicable privacy laws and regulations;
- to service providers we have retained to perform services on our behalf;
- to companies, organizations or individuals outside of Eurofins if we have a good reason to believe that access, use, preservation or disclosure of the information is reasonably necessary to:
  - execute and enforce contractual terms;
  - meet any applicable law, regulation, legal process or enforceable governmental request;
  - detect, prevent, or otherwise address fraud, security or technical issues;
  - protect against harm to the rights, property or safety of Eurofins, our users or the public as required or permitted by law;
- to regulatory or law enforcement agencies if we believe in good faith that we are required by law to disclose it in connection with the detection of crime, the collection of taxes or duties, in order to comply with any applicable law or order of a court of competent jurisdiction, or in connection with legal proceedings;
- to third parties as part of a merger, acquisition or bankruptcy, in the event we sell or transfer all or a portion of our business or assets (including through bankruptcy).

#### 7. Will your personal information be transferred outside the country of your residence?

Your personal data might be transferred outside the country of your residence. Such transfer may take place only in case one of the recipients stated above is in the other territory and only to territories or countries for which:

- the respective regulatory or government authority such as the European Commission for EU / EEA, has issued an adequacy decision which guarantees that an adequate level of protection of personal data is offered in that country, or any other general or specific permission (in form of respective regulation or decision) for a transfer of personal data to a country or territory;
- you have given explicit consent along with local personal data protection laws;
- appropriate safeguards or personal data transfers mechanism have been provided or followed, such as use of the standard data protection clauses for data transfers or binding corporate rules.

## 8. Which rights do you have over your personal information?

You have the right to ask for:

- accessing your data;
- rectifying your data;
- the portability of the data you provided to us;
- restricting the processing of your data;
- erasing your data.

You also have the right to object to the processing of your data and to complain to the relevant national data protection authority in case these rights are not complied with. An overview of the national data protection authorities is available at the following link: [http://ec.europa.eu/newsroom/article29/item-detail.cfm?item\\_id=612080](http://ec.europa.eu/newsroom/article29/item-detail.cfm?item_id=612080).

## 9. How long will we keep your data for?

Your personal data will be stored for a limited period of time, determined with regards to the necessity to keep them in order to serve the purposes for which they have been collected and processed, as listed above.

Specifically:

- data related to your contact information will be retained for 2 years from the date of specific event;
- data related to payments and invoicing will be retained in accordance with local legal requirements in the field of taxation and accounting;
- data related to entering into contact with you and its execution will be retained for the prescription period along with rules stipulated in local civil and commercial laws.