

1. General

Pimm vof, with its registered office at Reppelerweg 65, 3990 Grote-Brogel and registered with the KBO under number BE 0675.406.050 (hereafter "Pimm"), the protection of privacy is extremely important.

Pimm wants to inform, respect and give its customers and the users of its services as much information as possible about what happens to their data.

Pimm wants to manage and use its customer data safely, respectfully and as a good family man in order to better serve its customers and provide the best possible experience.

Pimm also starts from the principle that everyone must have control over their personal data.

Below is information about what data Pimm collects, why, how long and how you control it.

Pimm invites its customers to take the time to read this Privacy Policy carefully, together with the General Terms and Conditions.

2. Application

This Privacy Policy applies to all our customers (current, former and future) and to all visitors to the Pimm website (s).

The European General Data Protection Regulation 2016/679 of 27 April 2016 ("General Data Protection Regulation"), the law of 8 December 1992 ("Privacy Act"), the law of 13 June 2005 ("Electronic Communications Act") and the accompanying implementing decisions, as well as any future changes to this, regulate the protection of your personal data.

Pimm strives to fulfill its duties and respect the rights of the customer each time Pimm processes your personal data.

For more information about this, Pimm likes to refer you to the website of the Commission for the protection of privacy [<https://www.privacycommission.be/en>]

3. Processing of personal data and responsibilities

"Personal data" means the following: all information about an identified or identifiable natural person ("the data subject"), with the proviso that an individual who can be identified directly or indirectly is identified as identifiable, in particular on the basis of an identification such as a name, an identification number, location data, an online identification or one or more elements that characterize the physical, physiological, genetic, psychological, economic, cultural or social identity of that natural person.

The personal data that Pimm collects and processes, primarily concerns the data that the customer enters via the various pages of our website (s) and which Pimm obtains through your use of our website (s) and / or our products and / or services.

Pimm acts as responsible for the processing of personal data of its customers for the purposes described in this Privacy Policy.

This does not alter the fact that the customer has a number of obligations in connection with the processing of personal data that allows the customer to use Pimm's products and services.

In this capacity, the customer must always obtain, where necessary, the legally required authorizations from the end-users for the processing of their personal data by Pimm to the extent necessary within the framework of the products and services of Pimm.

4. Purposes

Pimm processes personal data for various purposes, whereby only the data that are necessary to realize the intended purpose is processed.

We use personal data:

- When we have received permission;
- In the context of the preparation or execution of our contract;
- To comply with the legal or regulatory provisions to which we are subject; and
- When Pimm has a legitimate interest, such as, for example, conducting direct marketing, preventing fraud, managing internal administration or monitoring appropriate network and information security, in which case we strive for a balance between that interest and respecting the privacy of the person concerned.

Provided permission is obtained, Pimm collects personal data for the following concrete purposes: To process the application for our products and services.

If you visit our website to collect and / or request information about our products and services or if you sign up for Pimm's newsletter, for example, then Pimm needs your address details.

All information that Pimm receives about you during this pre-contractual phase will only be used by Pimm to provide you with the requested information in the way you want.

Even if you ultimately decide to become a customer at Pimm, Pimm will ask you for a number of personal details such as name, address, telephone number, e-mail address, customer number, and Pimm will also assign certain data to you, such as login details.

To offer the best service and to inform about possibilities for use.

Pimm uses personal data for setting up, maintaining and supporting products and services and for administrative purposes.

To inform about (new) products and services of Pimm.

Pimm may use personal data to offer (in writing, by telephone or electronically) new products, services or special promotions that Pimm believes may be of interest to you. You can opt out of this type of message, see below.

To track performance.

Pimm may use personal data and consumer profiles to evaluate its products and services.

This includes, among other things: requesting feedback on services (for example via market research), information obtained during answers to customer questions, fraud detection and quality assurance.

To comply with legal obligations.

In many cases, Pimm is legally obliged to keep certain personal data and / or communicate them to government agencies, for example in the light of general tax and accounting obligations.

In the context of a police or judicial investigation, Pimm may be obliged to communicate certain data to the necessary authorities in a confidential manner.

To keep track of studies, tests and statistics for, for example, trend analysis.

Pimm may use anonymous, aggregated data to, for example, report internally and externally on the use of its services.

The data used for this cannot be returned to a specific individual.

The information Pimm extracts from these analyzes is used to evaluate the current product and service portfolio and Pimm's processes and to adapt them to new developments.

5. Security

Pimm strives at all times to protect personal data and privacy, both in the physical offices and on the network of Pimm. Pimm provides appropriate organizational and technical measures to secure personal data.

Pimm's employees are trained to deal with confidential data correctly.

Also in privacy-sensitive projects an estimate is made in the field of security and the protection of personal data.

For the security of data Pimm has specific persons who supervise compliance with the legislation and the ethical aspirations.

In addition, Pimm uses a variety of technical measures to protect personal data, such as: password protection, hard disk encryption software, firewalls, antivirus, intrusion and anomaly detection and access controls for employees.

If a data breach should occur with unfavorable consequences for personal data, the customer is personally informed in the circumstances provided for by law.

The number of Pimm employees who have access to personal information is limited and carefully selected.

These employees are granted access to personal information to the extent that they need this information to perform their duties properly.

The existence and content of the personal communication that goes through the Pimm network (for example: e-mail traffic, hosting, ...) is protected by the provisions on telecommunications secrecy.

This means that Pimm and its employees are not allowed to take cognizance of the existence or content of such communication beyond the exceptions enumerated by law.

Pimm's websites sometimes mention links to third-party sites (social media, Wix) whose terms of use do not fall within the scope of this Privacy Policy. Carefully read their policy on the protection of personal data.

6. Providing data to third parties

Pimm does not sell personal data to third parties nor are they passed on to third parties unless: Pimm passes on personal data to any legal successors and affiliated companies (such as subsidiaries and sister companies) for the same purposes as those stated in this Privacy Policy. This is necessary for our service.

For some aspects of our products and services we cooperate with third parties or we engage subcontractors.

These third parties are always carefully selected and there is always an agreement between Pimm and this third party in accordance with the applicable legislation.

For example, Pimm makes use of service providers for domain name registrations, e-mail service providers, SSL certificate providers, providers of cloud connect services, providers of site builder services, providers of online desktop services and providers of online fax services.

For more information about our subcontractors, you can always contact us via the contact details under point 10.

If you purchase from Pimm an (online) product or service from a manufacturer or supplier based outside the European Union, it is possible that additional measures are necessary to guarantee the security of personal data, such as a certification under the EUUS Privacy Shield and / or a processor agreement with model clauses drawn up by the European Commission.

When a person refuses to have his details transmitted, it is possible that some services can no longer be offered by Pimm.

There is a legal obligation.

Pimm refers to point 4 of this Privacy Policy.

There is a legitimate interest for Pimm or the third party involved.

This only happens if the interests or fundamental rights and freedoms of the person concerned do not weigh more heavily.

Pimm has received permission from the person concerned.

If Pimm would otherwise provide personal data to third parties, this will be done with an explicit communication, in which the third party is informed, the purposes of the transfer and processing. Where required by law, Pimm obtains express and unambiguous consent from the person concerned.

The person concerned also always has a possibility of resistance (see below).

With regard to the international transfer of personal data, Pimm protects all personal data according to the level of protection required by European regulations.

In some cases, Pimm uses anonymous, aggregated data for commercial purposes or for external reporting. These data can never be returned to a specific individual.

7. Rights of the person concerned

You may be involved in the processing of personal data with regard to Pimm.

You can exercise these rights by using the contact details mentioned under point 10 of this Privacy Policy. Pimm will respond to such requests and may not respond to such requests.

In order to exercise your rights and to prevent any unauthorized disclosure of your personal data, you must provide us with proof of your identity. We therefore ask you to add a copy of your identity card to your application. The request for this is 10 of this Privacy Policy.

If you consider this necessary, you can also file a complaint with the Data Protection Authority (Belgian Privacy Commission) (commission@privacycommission.be).

Right of objection

You have the right to object to the processing of your personal data based on the legitimate interest of Pimm, due to your specific situation. If you object, Pimm will cease processing such personal data unless Pimm invokes compelling legitimate grounds for processing that outweigh your interests, rights and freedoms, or that relate to the institution, exercise or substantiation of a legal claim.

Right of inspection and transparency

You have the right to (free) access to the data that concerns you and to obtain a copy of this personal data. You can also ask us:

- Whether we process personal data of you;
- For what purposes we process it;
- Which categories of personal data we process;
- With which categories of third parties we share your personal data;
- What rights do you have.

Right to rectification and data change

As a data subject you have the right to have incomplete, incorrect, inappropriate or outdated personal data corrected or supplemented. You can contact us via info@pimm360.com. To keep your details up-to-date, we request you to notify us of any change, such as in case of a move.

You also have the right to, without unreasonable delay, erase your personal data if and in so far as:

1. the personal data are no longer required for the purposes;
2. there is no longer a legal basis available;
3. you object to the processing, and there are no prevailing compelling justified grounds for the processing by Pimm;
4. the personal data have been processed unlawfully; or
5. the personal data must be deleted in order to comply with a statutory obligation that rests on Pimm.

Pimm will send you a confirmation message after execution of a removal request. In case of partial removal, Pimm will also explain why the request could not be fully met.

It is possible that, depending on the nature of the request, some services may no longer be offered by Pimm. Pimm cannot always delete all requested data, for example to comply with legal obligations (to meet accounting and tax obligations, Pimm is obliged to keep records for up to 7 years).

Right to restriction of processing

You have the right to do the following:

1. you dispute the accuracy of the personal data, in which case the processing is limited during a period that enables Pimm to verify its correctness;
2. the processing is unlawful and you oppose the personal data and, instead, request that the use be restricted;
3. Pimm does not need personal data for processing purposes, but you do not need to apply for it, exercise or substantiation of a legal claim;
4. You objected to the processing, pending the right grounds of Pimm outweigh those of the person concerned.

In case of limitation of the processing, the data may still be stored by Pimm.

Right to data portability

For personal data that is (I) processed in the context of the execution of the agreement, (II) provided by yourself and (III) processed through automated processes, you as a data subject have the right to obtain these data from Pimm structured, current and machine-readable form, as well as requesting Pimm to transfer this data directly to another party, if this is technically possible, if you wish to transfer to another provider.

8. Storage periods

Pimm stores and processes your personal data for as long as is necessary to realize the purposes as described in point 4.

The retention period may therefore differ per purpose, for example to comply with legal obligations (to meet our accounting and tax obligations, for example, Pimm is obliged to maintain invoicing data for a maximum of 7 years) or from the legal need to provide certain data as evidence, to keep in dispute, up to 10 years after termination of your contract. These archived data are, of course, only accessible to a limited extent.

9. Cookies & the website

Apart from the information you voluntarily share with Pimm when using our websites, Pimm also uses cookies and other technological means to collect data.

Websites

All information, both in the form of text, files and images, as well as any other form, is made available by Pimm for information purposes only.

Any interested person may take note of this information, but Pimm reserves the right to change the rules and conditions concerning access to the use of the website without any prior warning, or the entire website. or to subject parts of them to a limitation.

The access to such private parts of the website can be made dependent on the provision of information by the visitor / user of the website. The visitor / user who provides this information explicitly agrees that this information becomes the property of Pimm and that by merely communicating information to Pimm, the latter is explicitly authorized to use information in accordance with the Privacy Policy.

The provision of access to the private part of Pimm's website through the use of usernames and passwords can be changed or refused by Pimm at any time without this leading to any compensation.

Cookies

On our website use is made of cookies or similar technologies where information on the device is stored and / or read (for ease of reading all such techniques are called 'cookie' here).

For more information about which cookies we use, why and how, and what your choices are,

| Cookie name | Life span | Purpose |
|--------------------------------------|-------------------|---------------------------------|
| svSession | Permanent | Creates activities and Bi |
| hs | Session | Security |
| incap_ses_\${Proxy-ID}_\${Site-ID} | Session | Security |
| incap_visid_\${Proxy-ID}_\${Site-ID} | Session | Security |
| nlbi_{ID} | Persistent cookie | Security |
| XSRF-TOKEN | Persistent cookie | Security |
| smSession | Two weeks | Identify logged in site members |

10. Contact details

A question or request in connection with personal data or this Privacy Policy can at any time be addressed to:

Pimm Vof

Attn: Data Protection Team

Reppelerweg 65, 3990 Grote-Brogel, Belgium

Tel: +32 497 / 70.23.69

e-mail: info@pimm360.com

11. Changes

Pimm reserves the right to change this Privacy Policy.

Changes will always be published on this website prior to its entry into force.

It is advisable to consult this Policy regularly so that you are aware of these changes.