

Ipex's policy for collecting and processing your personal data

Protecting the privacy of **IPEX's** customers, contacts, prospective clients and anyone else who gives their personal details to **IPEX** is incredibly important for **IPEX**, which strives to respect all legislation that applies to collecting and processing personal data, including the General Data Protection Regulation (GDPR).

This policy therefore applies to (i) everyone who provides **IPEX** with their personal data as customers, suppliers, prospective clients and visitors to production sites and its website, and (ii) everyone whose data is provided to **IPEX** by **IPEX's** customers within the context of providing a service subject to a regulatory framework (e.g. registered email). This policy also applies to all methods for collecting data, whether by telephone, email, contact form on the website, presentation of a business card etc..

Entities responsible for processing data:

s.a. ("société anonyme") IPEX,
with registered office at 1480
Saintes, avenue Landas 5,
registered with the BCE under
no. 429.119.090.

s.a. ("société anonyme") IPEX
LIEGE, with registered office at
4040 Herstal, Parc Industriel
des Hauts Sarts, 2E avenue, 65
registered with the BCE under
no. 0667.681.781.

IPEX KONTICH, with registered
office at 2550 Kontich, prins
Boudewijnlaan, 7 bus a.

Data protection Officer: Catalina Lamarche: DPO@IPEXGROUP.COM

Date collected.

IPEX collects and processes your personal data such as surname, first name, title, address, country, telephone number, email address, details of the company for which you work, in order to provide/evaluate the agreed services and/or keep you informed of services provided by **IPEX**. **IPEX** also records images of visitors to its productionsites using surveillance cameras.

IPEX strives to limit the data collected to that which is directly necessary for its purposes. The surveillance camera images are stored max 1 month and are only viewed in the event of an incident. The data in the front desk are stored for 60 days.

Cookies.

IPEX uses cookies to improve your use of and access to its website. Using these cookies, **IPEX** can also analyse your visits to its website. It is always possible to refuse cookies. However, access to certain functionalities of the website may then be made impossible.

Legal basis for collecting data

IPEX collects your data in order to perform a contract if you have ordered a product or service.

IPEX also intends to use your data according to its own interests to keep you informed of promotions or special events.

If your data is collected and/or used within the context of providing a service that is subject to a regulatory framework (registered email for example), the legal basis for processing is a legal obligation.

Lastly, **IPEX** would like to mention its interest in monitoring its production sites, which also involves storing your data securely.

If you have never been in contact with **IPEX** and are not a professional potentially interested in **IPEX's** services and/or products, **IPEX** will ask your permission for using your data. You can of course withdraw your authorisation at any time.

Purposes of collecting data

IPEX uses your data to

- provide the services requested by its customers within the context of fulfilling contractual obligations,
- evaluate the services provides to its customers,
- answer your questions about the services,
- inform you of new services, promotional offers etc.

Direct and indirect data collection

In principle, **IPEX** collects processed data directly from you. Nevertheless, **IPEX** may also collect data indirectly (i) by searching for the professional contact details of sales staff working for potential client companies on websites (such as Linkedin or the websites of companies that might be interested in **IPEX's** services) or in specialist magazines, or at conferences or specific events connected to **IPEX's** activities, and (ii) when your data has been given to **IPEX** by its clients within the context of the service that is subject to regulation (registered email for example).

Passing on data to third parties

Apart from in exceptional circumstances (if stipulated by law for example), **IPEX** will not disclose or sell your data to third parties.

Some third-party companies may however occasionally process your personal data when providing technical services, such as IT service providers (subcontractors).

Under no circumstances will your data be processed outside Europe.

Access to collected data, correction, deletion

In the circumstances and subject to the conditions stipulated by the applicable law, you can

- request access to and/or a copy of your personal data that is stored in **IPEX's** databases.
- ask for your data to be corrected or for your files to be deleted as long as this does not make it impossible for the services provided by **IPEX** to be executed.
- object to the processing of your personal data or ask for this processing to be limited.
- ask for your personal data to be sent directly to another service provider.

IPEX may ask you to provide proof of identity before responding to your request.

Personal data is deleted from **IPEX's** files no later than three years after the end of the contract or one year after you have not responded to communication or contact with **IPEX**.

Data security

IPEX uses secure servers and only the individual authorised to do so can process data. All data collected will be treated confidentiality by employees bound by confidentiality undertakings.

Updates This privacy policy will be updated regularly. **IPEX** therefore asks its visitors and contacts to check this link regularly.

Contact IPEX

If you would like to exercise one of the rights listed above, if you need specific help or if you would like to send us a comment, please contact us in one of the following ways:

- By email to: DPO@Ipexgroup.com
- By post to the following address: IPEX SA/NV, for the attention of the DPO, avenue Landas 5, 1480 Saintes
- By telephone: + 32 (0)2 641 12 00

Please do not hesitate to contact us if you feel that we are not processing your data with the care that you expect.

Belgium's data protection authority can be contacted at the following address:

Autorité de contrôle de la protection des données

- Rue de la Presse, 35, 1000 Brussels
- +32 (0)2 274 48 00