

## byNubian privacy policy

We are aware that you have confidence in us. We therefore see it as our responsibility to protect your privacy. On this page we will let you know what information we collect when you wish to use our services or consult our website, why we collect this data and how we improve your user experience. This way you can understand exactly how we work.

This privacy policy applies to the services of *byNubian*. byNubian is not responsible for the privacy policy of other sites and sources. By using this website you agree to accept the privacy policy.

byNubian respects the privacy of all users of its services and ensures that the personal information you provide is treated confidentially.

This policy applies to all our current and former customers, prospects or individuals who show an interest in our products or services.

### Our use of collected data

#### Use of our services

If you sign up for one of our services, we ask you to provide personal information. This data is used to perform the service. The data is stored on hosted secure servers of byNubian or those of a third party. We will not combine this information with other personal information we have.

#### Which categories of personal data do we process?

##### General Personal Information

###### Natural persons

Name, first name, language, postal address, delivery address, telephone number (fixed and / or mobile), e-mail address.

###### Companies

Company name, address, VAT number.

Contact person: Name, first name, language, postal address, delivery address, telephone number (fixed and / or mobile), e-mail address.

As far as possible, we also record the date on which these personal data were communicated to us or to which certain adjustments to these data were made.

### **Information about your interests or preferences**

The personal data stored by us may also contain other information such as product preferences and information about your company and interests that you let us know through promotions, personal contacts, etc.

### **Information related to your purchases**

The personal data stored may also contain transactional information relating to your purchases, such as sensor data of your buildings and energy consumption data.

We can also store your answers or feedback about products purchased by you that we receive from you in the context of satisfaction or market research, or any complaints you have addressed to us.

### **Communication**

When you send e-mail or other messages to us, we may retain those messages. Sometimes we ask you for personal details that are relevant to the situation. This makes it possible to process your questions and answer your requests. The data is stored on secure servers of byNubian or those of a third party. We will not combine this information with other personal information we have.

### **Cookies**

We collect data for research in order to gain a better insight into our customers, so that we can adjust our services accordingly.

Our website uses "cookies" (text files placed on your computer) to help analyze how users use the site. The information generated by cookies about your use of the website can be transferred to secure servers of byNubian or those of a third party. We use this information to keep track of how you use the website, to compile reports on website activity and to offer other services relating to website activity and internet usage.

For more information we refer to: [www.allaboutcookies.org](http://www.allaboutcookies.org).

## Purposes

We do not collect or use information for purposes other than the purposes described in this Privacy Policy.

### With your permission

- When you ask us questions via our website or via other means of communication
- To be able to send you additional information for which you have contacted us or to be able to handle your participation in our commercial campaigns or competitions.

You can withdraw your consent at any time (see further "exercising your rights").

### To carry out your contract

- For the follow-up and processing of your order.
- For the follow-up and processing of complaints.
- For general customer management, including accounting processing, dispute management and legal proceedings, recovery or transfer of debt and the protection of our rights in general.

To conduct our marketing activities based on our legitimate interest. We always ensure that the balance between this legitimate interest and respect for your private life is preserved.

- To inform you about our products and services, possibly based on your marketing profile.
- To centralize, combine and enrich your data on the basis of useful information from third parties.
- For combating possible fraud and abuse

### For compliance with the legal obligations to which we are subject

- We are also subject to tax and accounting obligations that require us to retain certain personal data and to pass on accounting and tax records.

## Third parties

Your personal data may be passed on to our subcontractors when we call upon them to perform certain services on our behalf. This is only possible based on our instructions.

If your personal data are transferred to recipients outside the European Union, these will be protected by specific contractual obligations and in accordance with the obligations of the privacy legislation.

## **How long are your personal data stored?**

Your personal data will be kept for a period of 10 years.

## **How do we protect your personal data?**

Your personal data will be treated confidentially. We make every effort to take the necessary technical and organizational measures to ensure the security of your personal data.

## **What are your rights? How can you exercise them?**

In accordance with the provisions of the privacy legislation, you have a right to access and correct your personal data.

You also have the right to be forgotten in the cases referred to in the law. In case of dispute with regard to the processing of your personal data, you may ask to limit the processing of your personal data until the dispute is settled. Finally, you have the right to transfer your personal data.

You can always oppose, without giving reasons, against the use of your personal data for direct marketing purposes and the use of marketing profiles based on your personal data.

You also have the right to oppose the transfer of your data to third parties for those same marketing purposes.

Exercising your rights:

To exercise your rights, you must send us a written request, accompanied by proof of your identity and addressed to the following address:

*byNubian Bvba*  
*Oude Houtlei 13G R001, 9000 Ghent, Belgium*  
Or by e-mail to: [info@bynubian.com](mailto:info@bynubian.com).