

PRIVACY STATEMENT

1. General

COVESS nv attaches great importance to your privacy and the protection of your personal data.

In this privacy statement, we want to provide clear and transparent information about how we handle personal data. We are committed to protecting your privacy and are therefore careful with personal information. COVESS nv complies in all cases with the applicable laws and regulations, including the General Data Protection Regulation (also known as GDPR, Regulation EU 2016/679).

This implies that in all cases we:

- Process your personal data in accordance with the purpose for which it has been provided. These purposes and type of personal data are described in this privacy statement;
- Limit the processing of your personal data to only the data minimally required for the purposes for which it is processed;
- Ask for your express consent if we need it for the processing of your personal data;
- Have taken appropriate technical and organizational measures to ensure the security of your personal data;
- Do not transmit personal data to other parties, unless this is necessary for implementation of the purposes for which it was provided;
- Are aware of your rights as person concerned as for your personal data, we want to draw your attention to this and respect it.

As COVESS nv, we are responsible for processing your personal data. If after reading our privacy statement, or in a more general sense, you have questions about this or wish to contact us, you can do so by using the contact details below:

COVESS nv
Monnixstraat 52, 3510 Hasselt
info@covess.com

Who is this privacy statement directed to?

This privacy statement applies to all our customers, staff and prospects, suppliers, investors (where applicable, their shareholders/representatives) and all third parties with whom our organisation communicates.

2. Why do we process which personal data?

Your personal data are processed by COVESS nv for one or more of the following purposes and legal grounds:

- | | |
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| <ul style="list-style-type: none">• Maintaining customer and accounting records• Commercial management | legal obligation
legitimate interest
ISO Certification |
| <ul style="list-style-type: none">• Delivery of services and products | implementation of agreement
ISO Certification |
| <ul style="list-style-type: none">• Providing relevant related information and advice to customers• Providing information, offers and advice to prospects | execution agreement |
| <ul style="list-style-type: none">• Processing personnel data• Certification• Identification of investors• Compliance with obligations vis-à-vis shareholders | consent
legal obligation
legitimate interest
pre-contractual measures
implementation of agreement |

3. What data do we process?

We may request, store, collect and process the following personal data from you for the following purposes :

- Identification data : name, first name
- Contact details : phone number, email, address
- National register number (applicable to staff only)
- Personal characteristics : gender, date of birth, place of birth, nationality (applicable to staff only)
- Financial details (including payments, account number,)
- Training and education (applicable to staff only)

When identifying private investors in order to complete participation agreements, COVESS nv processes the name and first name, address, telephone number, e-mail address and national register number of the private investor. In addition, if applicable, COVESS nv processes the name and first name of the representative of the company that invests in COVESS nv.

We only collect personal data that you personally provide to us in various ways (e.g. registration forms, input and contact screens on our website, personal/telephone/e-mail contact, Google or Microsoft Forms when filling in your personal data for participation agreements, ...). We do not collect personal data via third parties, with the exception of the information received from the affiliated companies, shareholders and/or suppliers of products and services in the context of carrying out our assignment.

No category of persons is subjected to any form of automated decision-making or profiling.

4. Provision of data to third party processors

We may pass on the data you provide to third parties if necessary for the execution of the aforementioned purposes.

In this context use a third party (processor) for:

- Follow-up of the Internet environment (webhosting, mailhosting)
- Follow-up of the (financial) administration and social secretariat
- Insurance of our staff and civil liability
- Marketing activities
- Identification of investors, in particular Google and/or Microsoft for administrative processing of the investor's registration form.

We never pass on personal data to other processors (external service providers) than those with whom we have concluded a processing agreement or of whom the same provisions have been incorporated in the contract terms.

Of course, we make the necessary arrangements with these two parties to ensure the security of your personal data.

5. Provision of data to third party recipients

We share personal data with the following external parties:

- Certification bodies
- Affiliated organizations
- Subsidising authorities
- Partners with whom we organise activities in cooperation
- Google and/or Microsoft for the administrative processing of the investor's registration form, whereby personal data is transferred to countries outside the European Economic Area on the basis of the EU-US adequacy decision of 10 July 2023 and/or the standard data protection provisions adopted by the European Commission.

We naturally make the necessary arrangements with these parties (third party recipients) to ensure the security of your personal data and to ensure that your data is treated confidentially.

Furthermore, we will not pass on the information provided to third parties unless legally required and/or permitted, such as in the context of a police or judicial investigation.

At no time do we sell or rent your personal data to third parties.

We also may share personal data with third parties if you have given us your consent to do so. This consent may be withdrawn at any time, without prejudice to the legitimacy of the processing prior to withdrawal.

Your personal data may be transferred to countries outside the European Economic Area. In that case, your personal data are protected by specific contractual obligations in accordance with the obligations of the European privacy regulations.

6. Minors

We do not process personal data of persons under the age of 18 if consent has been given by the parent or legal representative.

7. Retention period

COVESS nv does not store personal data for longer than necessary to achieve the purpose for which it was provided, with due observance of the period necessary to comply with the legal requirements (i.e. accounting or certification). However, retention periods may vary per purpose. COVESS nv retains the personal data for as long as the investor remains shareholder in COVESS nv.

COVESS nv undertakes not to keep the data longer than necessary or for a maximum of 10 years after the last use.

8. Data security

The following appropriate technical and organisational measures have been taken to protect personal data against unlawful processing:

- All persons who can access your data on behalf of COVESS nv are bound by a confidentiality obligation.
- We use a username and password policy on all our systems.
- We make systematic backups of personal data in order to be able to restore it in case of physical or technical incidents.
- We test and evaluate our measures at regular times, and make adjustments if necessary.
- Our employees are informed about the importance of protecting personal data. Our staff has access to your data to the extent that they need that information to properly perform their tasks.

9. Your rights regarding your data

You are **entitled to inspection and a copy** of the personal data relating to you.

You are **entitled to correction and supplementation** if your data is incorrect or incomplete.

You are **entitled to erasure (deletion)** of the personal data we have received from you and which is no longer strictly necessary for the purposes for which it was processed. However, we reserve the right to determine whether your request is justified.

You are **entitled to restrict data processing** : if you object to processing certain data, you can request this processing be stopped.

You can also object (opposition) to the way in which certain of your personal data of are being processed. For example, you are entitled to object to the use of your personal data for direct marketing purposes (via unsubscribe options in emails).

You are also entitled to have the data you provided, transferred by us to yourself or, on your behalf directly to another party.



You can contact us via the address at the top of this privacy statement to exercise your rights, accompanied by a motivation for your question.

We may ask you to identify yourself before we carrying out the aforementioned requests. To prevent abuse, we may ask you to provide appropriate identification.

10. Complaints

For any complaint about the processing of your personal data or the exercise of your rights, please contact us directly at the email address info@covess.com.

You always have the right to lodge a complaint with the Data Protection Authority (DPA):

Drukpersstraat 35

1000 Brussels

commission@privacycommission.be

11. Changes to our privacy statement

COVESS nv may amend this privacy statement from time to time. The last change was made on 12 September 2024.