

## **COOKIES & PRIVACY POLICY (GDPR) (version 2018.1)**

We value your interest in our company and products and your visit to our internet site. This privacy statement is made available to you in order to make you aware of how we collect, process and use individual identifying information of visitors to our website(s).

We respect and protect the privacy of the individuals that visit our website and any individually identifiable information about you is not willfully disclosed to any third party without first receiving your permission as explained in this privacy policy.

### **Cookies**

Cookies are pieces of information that a server of a web site transfers to an individual's computer (incl. but not limited to laptop, tablet, smartphone or any other mobile devices) hard drive for record keeping purposes. Cookies make using our web sites easier by, among other things, saving your passwords and preferences for you. These cookies do not transfer any personal information to any other party.

We may use different kind of cookies:

1. Necessary cookies: these cookies are indispensable for visiting our websites and using parts of websites. These cookies are needed to check your identity in a secure way before you are granted access to your personal data. They also allow you to optimally navigate between different parts, fill in forms, etc.... Be aware that some parts of the website may not function (properly) if you refuse cookies.
2. Performance cookies: these cookies, such as by way of example a cookie counting the number of unique visitors and a cookie keeping track of the most popular pages, allow us to obtain information on your use of our website in an attempt to improve the content of our website, adapt it to your wishes and simply make our website more user-friendly. These cookies collect anonymous information on the pages visited.
3. Functional cookies: these cookies remember choices you make and ensure you have a more personalized browsing experience such as by way of an example a cookie remembering your language.
4. Advertisement cookies: These so-called advertisement or remarketing cookies, which do not contain personal data, collect, based on your visit of the website, a record of products and services you may be interested in and also details, information and profile data on your surfing behavior. The information collected through these cookies is used to measure the efficiency and to tailor the information to your potential interests.

Most browsers are initially set up to accept cookies. You can reset your browser to refuse the installation of cookies via your browser settings. You can also remove cookies on your computer or mobile device at any time.

However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon you visit our site.

### **Information collection**

When you visit our web site, *non-personal and aggregated information is collected automatically and that personal information you choose to submit.*

*Non-personal information* is recorded by the standard operation of our internet servers, in order to monitor and enhance your online experience. Such recorded information may include (without being limited to) your IP address, the name of your internet service provider, the operating system and the type of browser you used, the date and duration of your visit, the name(s) of the visited page(s), the amount of transferred data.

As a general policy, you are not required to disclose your *personal* data as a condition of using this web site. No personally identifiable information, such as your name, address, or email address, is automatically collected from your visit to the web site.

However, if you want to use our services, our web site's various pages, registration forms and surveys may request that you give us contact information (such as your name, mailing and/or email address, login, telephone number, mobile number, date of birth, language) and profile data (such as your preferences).

Personal information can be collected through various channels, orally, by telephone, in writing or via SMS or other communication means. Collection of such data can be done when you place an order, ask us information, participate to a survey or call customer service. Your invoices and payment data is also stored. In many cases, you choose the amount of information you supply (e.g. when sending us information through the web site, you may choose to include only an email address for replies). There may be cases, however, where some of the information requested is identified as mandatory and some as voluntary. In such cases, if you do not provide mandatory personal information with respect to a particular activity, you will not be able to engage in that activity.

The personal data are stored for up to a maximum of ten (10) years. However, shorter times may apply to certain types of data.

If you request information through this website and supply us with your name, mailing and/or email address, login, telephone number, mobile number, date of birth and language, you accept (i) that this submitted data will be used for the purpose of providing the requested information and (ii) that we may use this data in the future to better adapt our offers to your personal needs and to provide other information about us that might be of interest to you. Next to this, we may also use personally identifiable information to deliver information to you and to contact you regarding administrative notices, resolve disputes or troubleshoot problems.

You have the right to consult your personal data, to correct your personal data, if necessary, to withdraw your consent to the use of your personal data and even the right to be forgotten. For this purpose, you may contact us at the following address:

ARVA PLASTICS NV  
RUE GEORGES STEPHENSON, ZONE INDUSTRIELLE C BE 7180 SENEFFE

or on following email address: [privacy@bsibelgium.be](mailto:privacy@bsibelgium.be)

You may be asked in such cases to submit a copy of your ID card in order to check and proceed your request. Please do take into account that adapting our systems can take a few weeks.

### **Passwords**

Passwords may be required to access certain features of our website. Never disclose your password to any third parties.

If your password has been compromised for any reason, you should immediately change your password. If you lose control of your password, you may lose substantial control over your personally identifiable information and may be subject to legally binding actions taken on your behalf.

### **Our use of the information**

In addition to the uses elsewhere described in this policy, we use information held about you in the following ways:

- To notify you about changes to our service.
- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To allow you to participate in interactive features of our service when you choose to do so.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.

We may also use your data, to provide you with information about goods and services which may be of interest to you and we may contact you about these by any means.

### **“Jobs”**

If you apply for jobs through the web site, you accept that the application will be processed either by us or by the relevant subsidiary within our company group. We and/or our subsidiaries will use the personal data supplied by the applicants for the purpose of processing the application.

Applicants have the right to consult their personal data, to correct the personal data, if necessary, and to withdraw their consent to the use of their personal data. For this purpose, applicants may contact the recipient of the application at the email address to which they have sent the application or

[privacy@bsibelgium.be](mailto:privacy@bsibelgium.be)

### **Other data collection?**

The connection you make to our websites and the software and devices you use to accomplish this, are also registered. This includes your IP address, the time of your visit to the website, the type of browser and the type of device you use and the pages you visit.

This data is used to create statistics and improve the quality of our website and service through the analyses of your behavior on our website.

We do not link IP addresses to anything personally identifiable, which means that your session will be logged, but you are anonymous to us. We may exceptionally use your IP addresses in cooperation with your Internet provider to identify you if we feel it is necessary to offer you a more personalized set of products and services that might interest you. If you do not want this, you can find out how to prevent it in the section "Your privacy wish".

### **Links to other sites and tracking, comments and connection data**

Our website may contain links to other websites of product and service vendors, manufacturers and partner companies.

The sites linked to our website are developed by people over whom we exercise no control. These other sites may send their own cookies to users, collect data or solicit personal information and the privacy policy of the visited website will be applicable from the moment you enter the new domain. We strongly recommend you carefully read their privacy policy.

We may send you emails, sms or other kind of messages in order to keep you informed about its existing and new products and services and promotions, unless you have exercised your right to object. We use tools to measure and follow up the impact of such messages to increase our efficiency and to better adapt our offer to your personal needs.

If the content or comments submitted by you give rise to complaints or do not correspond with the general accepted principles (such as but not limited to no illegal activities, no malicious and deceptive practices, no hate speech, no account hijacking, no child exploitation, no spam, no distribution of sexually explicit or pornographically material, no harassment, bullying and threatening) we adhere to, we may take appropriate action by deleting your profile or even remove the content and comments as well as transfer your data to the judicial authorities at their request in the framework of our obligation to inform the prosecutor of any illegal content.

### **Storage, security and disclosure to third parties**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Security for all personally identifiable information is extremely important to us. Once we receive your transmission, we make our best efforts to ensure its security on our systems. We have taken technical and organizational measures to protect the databases in which your data is kept against unauthorized access, unauthorized use, theft or loss.

Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk.

All data is stored on our systems and is only accessible by a limited number of persons. The security measures applying to our systems are consistent with the generally accepted practice for these type of security measures applying and adopted by companies active in similar activities and of the same size as us.

Your data can also be shared with the subsidiaries who belong to our group of companies. This to keep you informed about the products and services as well as in case of non-payment to protect the interests of the group.

In addition to the disclosure elsewhere described in this policy, we may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

- If we or substantially all of our assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any contractual or legal obligation, or to protect our or other rights, property or safety. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

For the rest, we do not give the collected data to third parties, unless we explicitly state this is required for a specific action, or unless we are required to do so by law e.g. in the framework of a judicial enquiry or at the request of the competent legal authorities.

If you have any questions about this privacy statement, the practices of our web sites, or your dealings with our web sites, you can contact us amongst others at [privacy@bsibelgium.be](mailto:privacy@bsibelgium.be)

### **Your privacy wish**

If you do not wish to receive information about our products and/or services, or if you object to your data or information being shared within our group organization (including subsidiaries who belong to our group of companies), please read the instructions here on how to inform us of your wishes.

Contact us with your specific request at the following address:

ARVA PLASTICS NV  
RUE GEORGES STEPHENSON, ZONE INDUSTRIELLE C BE 7180 SENEFFE

or on following email address: [privacy@bsibelgium.be](mailto:privacy@bsibelgium.be)

You may be asked in such cases to submit a copy of your ID card in order to check and proceed your request. Please do take into account that adapting our systems can take a few weeks.

### **Your consent and changes to the privacy policy**

By using our website, you consent to the collection and use of your data and information as we have outlined in this policy.

We may decide to change this privacy policy from time to time. Therefore, we recommend that you consult this privacy policy regularly.

If you have additional questions or suggestions, please contact us at [privacy@bsibelgium.be](mailto:privacy@bsibelgium.be) or on one of the addresses indicated in this policy.