Privacy Policy

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Table of Contents

1 Privacy Policy 3

2 Personal Data Protection at Comeo 5

2.1 Preamble 5

2.1.1 Objective of this chapter 5

2.1.2 Who is this document aimed at? 5

2.1.3 Information on Comeo 5

2.2 Basic principles 5

2.2.1 Regulations in force 5

2.2.2 Personal data and what Comeo does with it 5

2.2.3 Processing 6

2.2.4 Individuals affected by the principles of personal data protection 6

2.2.5 Controller 6

2.2.6 Third party or processor 6

2.2.7 Personal data breach 7

2.3 Comeo Policy regarding personal data management 7

2.3.1 Fair, lawful, and transparent processing 7

2.3.2 Processing limits 8

2.3.3 Data minimization 8

2.3.4 Information accuracy 8

2.3.5 Data retention limits 8

2.3.6 Responsibility 9

2.4 Your rights 9

2.4.1 Right to access 9

2.4.2 Right to deletion (the “right to be forgotten”) 9

2.4.3 Right to rectification 9

2.4.4 Right to restrict processing 9

2.4.5 Right to data portability 10

2.4.6 Right to object to data processing 10

2.4.7 Right to object to processing for direct marketing purposes 10

2.4.8 Right not to be the subject of a decision based exclusively on individual automated processing (including profiling) 10

2.5 What data are we talking about in concrete terms? 10

2.5.1 How does Comeo collect your personal data? 10

2.5.2 What categories of personal data are processed by Comeo? 10

1 Privacy Policy

1. “Comeo” attaches great importance to the protection of privacy.

   The personal data of the prospect, the license holder and the users having an authorized access to any system governed by the organization (together referred to as "data subjects") are processed by Comeo, whose registered headquarter is located at Rue Boulvint 54, 1400 Nivelles in accordance with the Belgian Personal Data Protection Act and the General Data Protection Regulation 2016/679 (hereafter GPDR).

   The Data Protection Officer of the organization can be contacted by post at: Rue Boulvint 54, 1400 Nivelles and e-mail: privacy@comeo.com.

2. The following categories of personal data are processed by the organization: Identification data, e-mail address, professional contact details.

3. Comeo collects your personal data mainly when:
   - You register to Comeo for yourself or a third person such as a member of your personnel by filling in the necessary documents;
   - You contact Comeo for information on our products and services;
   - You visit or use the various platforms and tools (web sites, social networks, e-mail, newsletters, service desk, etc.) that we make available to inform you or to contact us to request information;
   - You exercise a right set out as part of our contractual relationship;
   - A third party, authorized to do so, provides us with your personal data (professional providers, your employer as part of a license contract, etc.)

4. Personal data are processed for the following purposes:

4.1. For the execution of the consulting and license contracts which covers the provision of premises or system accesses, the provision of customer service, ticket management, management of contractual relations, issue, collection and verification of invoices, possible litigation, communication with Comeo Workforce Members (including by e-mail in the case of choice of electronic means of communication) and notification of a change in the license or privacy statement, including new purposes. Personal data related to the fulfillment of the precontractual obligations, deriving from the contractual relationship with the data subject, are also processed by Comeo.

4.2. On basis of Comeo’s legitimate interest, with a view to:
   - Carry out computer tests;
   - Monitoring the quality of the service
   - Training Workforce Members;
   - Monitoring and reporting;

- Prevent abuse and fraud;
- During the legal period;
- To establish statistics of coded data, including big data;
- Inform, independently of the means of communication, about the commercial actions, products, and services of Comeo and of the group to which it belongs.

4.3. Based on the legal obligations applicable to Comeo with a view to Comeo's compliance.

4.4. As stated in point 8 of this document, the data subject has the right to withdraw his consent at any time, without affecting the lawfulness of the processing operations based on his consent before his withdrawal. It can also oppose other treatments.

5. Personal data are retained for the duration of the agreement with Comeo and thereafter until the expiry of the legal retention obligations, in particular tax and accounting obligations and until the end of contractual liability.

6. The data will, exclusively for what is necessary for the purposes indicated above, be communicated to the following third parties:
   - Sub-processors located in the European Union or outside, responsible for processing operations defined by Comeo;
   - Banking and insurance institutions;
   - Postal, transport and delivery companies to allow a better routing of our mail;
   - Cloud infrastructure providers for the hosting.

7. Data may be processed in EU or non-EU countries where the European Commission considers that it does not guarantee an adequate level of protection of personal data. In this case Comeo, as controller, will take appropriate protective measures by means of standard contractual data protection clauses adopted by the Commission in accordance with Article 46(2) of the GDPR. These can be consulted at the controller's headquarters.

8. Upon written request dated and signed in this way, and with proof of your identity, you can obtain from Comeo, free of charge if reasonable volume, the written communication of data, as well as, where appropriate, the withdrawal of your consent to the processing of your data concerning licenses, rectification, limitation of processing, deletion of data that are inaccurate, incomplete, or irrelevant. If the processing is based on the performance of the contract or consent, you may exercise your right to the portability of the data.

   If, at any time, you wish to exercise your rights with Comeo, you can send a letter (Rue Boulvint 54, 1400 Nivelles) or an e-mail (privacy@comeo.com) with proof of your identity. Comeo will make every effort to detect and correct the problem.

   If no action has been taken on the application 30 days after its submission, it shall be considered rejected. The President of the Court of First Instance will hear any application concerning these rights if the application has been rejected by Comeo.

In accordance with Article 77 of the GDPR, you may also address or lodge a complaint with the Data Protection Authority at the following address: 1000 Brussels, Rue de la Presse, 35 (Tel. +32 (0)2 274.48.00 - https://www.dataprotectionauthority.be/citizen/actions/lodge-a-complaint - contact@apd-gba.be) or with the supervisory authority of the country of your habitual residence, for the exercise of your rights.

2 Personal Data Protection at Comeo

2.1 Preamble

2.1.1 Objective of this chapter

The objective of this chapter regarding the protection of personal data is to inform you about the regulations in force governing data protection, the policy of Comeo on the matter and your rights.

This is a detailed version of the privacy policy of Comeo available under the Privacy Policy section above, which is the only document that commits Comeo.

2.1.2 Who is this document aimed at?

This document is aimed at external individuals whose personal data is processed in connection with Comeo's products, services, websites, communication channels or business relationships. This may include clients, license holders, authorized users, prospective clients, website visitors, supplier contacts and other identifiable external individuals.

2.1.3 Information on Comeo

Comeo attaches great importance to the protection of privacy. Personal data is processed by the organization in compliance with the regulations in force.

Comeo sa/nv, with headquarters in Rue Boulvint 54 at 1400 Nivelles, Belgium, and registered BE 0465.344.632, is a company governed by Belgian law, providing software services and medical devices products for healthcare and hospital care.

2.2 Basic principles

2.2.1 Regulations in force

The EU General Data Protection Regulation 2016/679 (hereinafter GDPR).

2.2.2 Personal data and what Comeo does with it

To meet our main objective of offering you the best services, we process personal data.

Personal data is information that relates to an identified or identifiable natural person: it consists of a large quantity of data which concern you directly or which, when combined with other

information, can be used to identify you. This may be your name, e-mail address, phone number, business address, etc.

2.2.3 Processing

The principle of “processing” includes any operation (or set of operations) carried out by automated or manual methods and applied to personal data, such as, for instance, collection, recording, organization, storage, adaptation, retrieval, consultation, use, disclosure, circulation, provision, standardization, or combination.

2.2.4 Individuals affected by the principles of personal data protection

Any living individual whose personal data is processed by an organization.

2.2.5 Controller

The controller is the body which determines the purpose of the data processing and the method used to carry it out.

Comeo is the data processing controller for your personal data in all situations involved using our websites, social networks and communication means when you enter in contact with us.

Please note that Comeo does not own, control, or direct the use of any of the individual data stored or processed by a client or its user via our consulting or application services. Only the client or users are entitled to access, retrieve, and direct the use of such client data. Comeo is largely unaware of what client data is being stored or made available by a client or user to the services and does not directly access such client data except as authorized by the client, or as necessary to provide services to the client and its users.

Because Comeo does not collect or determine the use of any personal data contained in the client data and because it does not determine the purpose for which such personal data is collected, the means of collecting such personal data, or the uses of such personal data, Comeo is not acting in the capacity of data controller in terms of GDPR and does not have the associated responsibilities under GDPR. Comeo should be considered only as processor on behalf of its client and users as to any client data containing personal data that is subject to the requirements of GDPR. Except as provided in the privacy policy, Comeo does not independently cause client data, containing personal data stored in connection with the services, to be transferred or otherwise made available to third parties, except to third party sub-processors who may process such data on behalf of Comeo in connection with Comeo’s provision of services to clients. Such actions are performed or authorized only by the applicable client or user.

2.2.6 Third party or processor

A third party or processor is an individual, legal entity, public authority, agency, or body other than Comeo.

Therefore, your personal data may, in certain cases, be communicated to other organizations we work with. These may be cloud providers, sub-processors, intermediaries, or other companies with which we have contractual agreements. These third parties or processors can only access information which is necessary for them to complete their task, and they process information in a secure and confidential manner.

We do not sell your information to third parties for commercial use.

If your personal data is sent to processors for the stated purposes in one of the countries where the European Commission believes is not able to guarantee an adequate level of protection, Comeo shall ensure that the regulations in force are respected and implemented through agreements concluded with these processors. Comeo takes all appropriate protection measures set out in standard contractual clauses regarding data protection adopted by the European Commission, in compliance with Articles 46.2 of the GDPR. These can be consulted at our head office.

Only when strictly necessary for the purposes set out above, data will be sent to the following third parties or contractors:

- Sub-processors located in the European Union or outside, responsible for processing operations defined by Comeo;
- Banking and insurance institutions;
- Postal, transport and delivery companies to allow a better routing of our mail;
- Cloud infrastructure providers for the hosting;

2.2.7 Personal data breach

This is a security breach resulting in the accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access to personal data transmitted, stored, or otherwise processed. Comeo is obliged to report personal data breaches to the Belgian Data Protection Authority within 72 hours of becoming aware of a personal data breach.

Where there is a high risk of damaging the personal data or the privacy of the persons concerned, Comeo has the obligation to inform the natural person, concerned by the violation of his personal data, as soon as possible after Comeo becomes aware of this.

2.3 Comeo Policy regarding personal data management

2.3.1 Fair, lawful, and transparent processing

Your personal data is processed fairly and legally.

Therefore, your information cannot be used for purposes other than those for which they have been collected, taking all relevant elements into account, especially your reasonable expectations and the legal and regulatory provisions in force. The regulations state that, under certain conditions, further

processing for historical, statistical, or scientific purposes may be deemed compatible with the objectives declared.

The principle of transparency means that information (e.g., in the form of policies or forms) must be provided in a concise, transparent, intelligible, and easily accessible way, using clear and simple language.

2.3.2 Processing limits

GDPR set out the limits regarding the use of your information.

These limits depend on the nature of the information.

Your information must be collected for clearly outlined, explicit and legal purposes stated above.

2.3.3 Data minimization

Your personal data is processed in an adequate and relevant way for the purposes stated and the processing is restricted to what is strictly necessary to achieve these purposes.

Only persons who must perform tasks relating to the processing of your personal data are authorized to have access to them. They are bound by professional secrecy and must respect the various technical and organizational obligations laid down within the organization to ensure the confidentiality of your personal data. Unauthorized persons have no access to your personal data.

2.3.4 Information accuracy

The data processed must be accurate and kept up to date. This means that inaccurate data must be deleted or corrected. To be able to trace your data and comply with the regulations in force regarding processing, a record of processing activities carried out by the organization has been set up.

In addition, in all Comeo processing activities, we make every effort to verify the identity of the persons concerned. If we are in doubts as to your identity, we reserve the right to request additional information to confirm your identity or the accuracy of your personal data. It is of course possible for you refuse to answer our request, which can possibly prevent the continuation of the treatment in progress.

2.3.5 Data retention limits

Because of data minimization, data retention must be kept to a strict minimum. This means that we do not keep your data any longer than is necessary for the intended purpose (execution of the contract, etc.) Comeo has defined the rules in an internal data retention policy, based on the regulations in force.

2.3.6 Responsibility

In accordance with the regulations in force, we are responsible for processing your personal data and we are required to demonstrate compliance with the principles of data protection.
Comeo is obliged to document all decisions and processes related to the processing of personal data.

2.4 Your rights

2.4.1 Right to access

To enable you to assert your rights regarding data protection, you have access to your personal data. You therefore have the right to obtain the following:

- Confirmation of whether and where we process your personal data (processing);
- Information on the purposes of the processing;
- Information on the categories of data processed;
- Information on the categories of recipients with whom the data can be shared;
- Information on the period for which your data will be stored (or the criteria used to determine this period);
- Information on the existence of rights of deletion, rectification, restriction of processing and opposition to processing;
- Information on the existence of the right to complain to the Belgian Data Protection Authority;
- When the data has not been collected directly from you: information about the source of the data;
- In addition, you may request a copy of your personal data being processed.

2.4.2 Right to deletion (the “right to be forgotten”)

You have the right to demand that we delete your personal data if the continued processing of such data is not justified and provided that this request does not conflict with any other legal obligation in force.

2.4.3 Right to rectification

Comeo, as controller, must ensure that inaccurate or incomplete data is erased or rectified. You have the right to request the rectification of inaccurate personal data concerning you.

2.4.4 Right to restrict processing

You have the right to restrict the processing of your personal data (which means that your personal data can only be kept by the controller and can only be used for restricted purposes) if:

- The accuracy of the data is contested (and only for the time needed to verify this inaccuracy);
- The processing is illegal, and you request a restriction;
- We no longer need your data for our original purpose, but that it is still required to establish, exercise, or defend legal rights;

- Verification of compelling reasons is in progress, in the context of a request for deletion.

2.4.5 Right to data portability

You have the right to transfer your personal data between different controllers.

2.4.6 Right to object to data processing

When the processing of your personal data is based on a legitimate interest of Comeo, you have the right to object, at any time, to the processing of this data unless the legitimate interest of Comeo proves superior or if the processing of your personal data is necessary for the establishment, exercise, or defense of legal rights.

2.4.7 Right to object to processing for direct marketing purposes

You have the right to object to the processing of your personal data for direct marketing purposes.

2.4.8 Right not to be the subject of a decision based exclusively on individual automated processing (including profiling)

You have the right not to be the subject of a decision based exclusively on automated processing unless this decision is necessary for the conclusion or performance of your contract.

You also have the right to human intervention to express your views and challenge the decision.

2.5 What data are we talking about in concrete terms?

2.5.1 How does Comeo collect your personal data?

We collect your personal data mainly when:

- You subscribe to a Comeo consulting service or license for yourself or a third person such as a member of your personnel by filling in the necessary documents;
- You contact Comeo for information on our products and services;
- You visit or use the various platforms and tools (web sites, social networks, e-mail, newsletters, service desk, etc.) that we make available to inform you or to contact us to request information;
- You exercise a right set out as part of our contractual relationship;
- A third party, authorized to do so, provides us with your personal data (professional providers, your employer as part of a license contract, etc.)

2.5.2 What categories of personal data are processed by Comeo?

In the context of the above processing and purposes, Comeo processes identification data – e.g.: name, title, job, company, business address, telephone number, e-mail address, etc.