



THE SPECIALIST IN
MEDIUM VOLTAGE SWITCHGEAR

Privacy Statement

SGC – SwitchGear Company nv
Moorstraat 24, 9850 Landegem
www.switchgearcompany.eu
BE 0823.357.477

Date: 25 May 2018

General

Below, you can read the official Privacy Statement of SGC nv. This Privacy Statement has been drawn up in accordance with the legal provisions of the Personal Data Protection Act, with effect from 25 May 2018, and also in accordance with the General Data Protection Regulation.

Your privacy is of great importance for SGC nv. By means of this Privacy Statement we inform you that we handle the data of our relationship network very confidentially and carefully. We explain which personal data we collect, process, why, how long and how you have control over this.

What is this Privacy Statement applicable to?

This Privacy Statement provides information about the processing of personal and company data by or on behalf of SGC nv. This information relates solely to the use of personal and company data of:

- Employees of SGC nv
- Customers of SGC nv
- Suppliers of SGC nv and their employees, contact persons, or appointees
- Sub suppliers of SGC nv and their employees, contact persons, or appointees
- Applicants of SGC nv
- Visitors of the website of SGC nv
- Residents
- Victims, their representatives, technical and legal advisors.

Personal data means the following: all information about an identified or identifiable natural person (the concerned) with the proviso that, as identifiable, a natural person can be identified directly or indirectly, in particular by means of an identifier such as name, an identification number, location data, an online identifier or one or more elements that characterize the physical, physiological, genetic, psychological, economic, cultural or social identity of the natural person.

SGC nv acts as responsible for the processing of the collected data for the purposes described in this Privacy Statement.

Which data are processed?

We collect information that you provide us voluntarily, such as your name, address, telephone number and e-mail address, for example if you place an order or want to know more about products and services or if you contact our staff for assistance.



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SGC nv, can – depending on the contact channels you use - process the following personal and company data :

- Contact and account information – such as the first and last name provided by you, address details, including zip code, fixed and /or mobile phone number, e-mail address(es) and any login details.
- Job titles of individuals within the organizations for the purpose of correct addressing and the approach in relation to our acquisition purposes.
- Dates and times of appointments and the accompanying reports, made by our salesmen / project engineers / managers and other employees.
- Payment and invoice details – in case you have entered into agreement with us – such as for the financial settlement your bank details, registration number at the Chamber of Commerce and VAT numbers.

For what purposes do we process your data?

SGC nv uses the obtained personal and company data in the first instance to be able to execute, as well as possible, the agreements that have been conclude. The information obtained is also used for the internal administration of SGC nv.

Hereby you can think about :

- Maintaining and improving the contractual relationship with (potential) customers, the relationship network, (potential) suppliers, as well as for improving the services and products of SGC nv.
- The handling of complaints and compliments
- Offers for our acquisition purposes
- Realizing and personalizing our communication with you.
- The application and execution of all legal obligations arising from the Personal Data Protection Act and the General Personal Data Protection Regulation.

With whom do we share your personal and company data?

SGC nv can share your personal and company data with its own employees for the purpose of acquisition for the organization, and with the subcontractors who contact you on behalf of SGC nv for correct execution of its activities. We share information with affiliated companies in which SGC nv has an interest and with sister and / or subsidiaries companies for business purposes, such as internal administration. It is our legitimate interest to share data for these purposes with these parties.

SGC nv, may be required to provide your personal and company data to third parties due to a legal obligation on SGC nv and/or as a result of urgent requests from the authorities.

In the latter case, SGC nv has taken the necessary organizational and contractual measures to ensure that your data is processed and protected in accordance with European and Belgian legislation.

How long do we keep your personal and company data?

SGC nv keeps your data for as long as we deem necessary to enable you to use our website, provide services to you, comply with applicable legislation (including legislation regarding the retention of documents), to resolve disputes with parties and otherwise to the extent that is necessary to enable us to





carry out our business activities. This Privacy Statement and our internal guidelines are applicable to all data that we store. If you have questions about a specific storage period for a certain type of data, you can send an e-mail to ethics@het-veer.be

How are your personal and company data secured?

We take the protection and security of your data very seriously. Internally we take at SGC nv the necessary technical and organizational measures to protect your personal data both in our offices and /or via our websites. For example, we employ the necessary firewalls that secure external access from outside and a stringent password policy is applied. We ensure that our employees and processors only have the necessary information they need to perform their assignment and that they handle all concerned data in a safe and confidential manner.

What rights do you have?

If your personal data are processed, you have a number of rights. We will list these for you here below.

1. Right to inspect

As concerned person you can request an access to the data that we process about you at any time.

2. Right to improvement

You can always ask to improve or to complete your personal data.

3. Right of transferability of data

You have the right to request the transferability of your personal data that you have provided to us, to yourself or to a third party. We point out that the applicable legislation provides a number of restrictions, so that this right of transferability does not apply to all data.

4. Right to oppose

If you cannot agree with the way SGC nv processes certain personal data, e.g. in the context of direct marketing, profiling, you can use your right to oppose.

5. Right to delete your data

You not only have the right to have incomplete, incorrect, and inappropriate or outdated data changed, you also have the right to have them removed.

Use of Cookies

We use Cookies on the website of SGC nv.

Cookies are small text files that are stored by your computer or mobile device when you visit one of our websites. These Cookies contain information such as the language preference, so that this information does not have to be entered every time a new visit to the website is made. If you wish to block the Cookies, you can always change the settings of your browser.

To whom can you focus on problems or complaints?

If you have questions, complaints or comments about our Privacy Statement or the way we process your personal data, including exercising your rights, you can contact the Privacy Manager of SGC nv.





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This can be done via:

Phone: +32(0)9.380.21.09

E-mail to ethics@het-veer.be

Letter to SGC nv, Privacy department, Vlasmarkt12, 9000 Gent

Any request for inspection, correction, deletionof data must contain a clear statement of what you wish to see, correct, delete... Your request must be signed, dated and contain a copy of the front and back of your identity card. If these conditions are met, SGC nv will consider your request as soon as possible and inform you about this.

Modification of our Privacy Statement

We at SGC nv can change our Privacy Statement at any time. We therefore recommend that you review our Privacy Statement regularly. The most recent version can always be found on our website.

This version of the Privacy Statement was last amended on 24 May 2018.

