



ISMS-MindBytes Privacy Policy

Document ID: POL-01-02

Version No: 2.0

Effective date: June 1, 2024

We, at ISMS/MindBytes (registered office: Rodendijk 60Y, 2980 Zoersel, Belgium), are very keen to serve our customers, or anyone interested in our services. ISMS/MindBytes engages to protect your privacy and therefore shares this Privacy Policy to explain our data processing activities and the options you have related to your Personal Data that we might collect. It is available on our web homepage and is referenced at every location on our website where personally identifiable information may be requested.

We strongly advise you to read this policy to make sure you fully understand it and agree with it before you use any of our services.

1. General purpose and terms of this policy

With this Privacy Policy, ISMS/MindBytes intends to provide you an overview of the Personal Data we collect and process, including when, why and how we collect the data, the purpose for which they are used, how long they are stored, as well as what your rights are as a Data Subject. This Privacy Policy has by no means the intention to override the terms and conditions of any contract you might have with ISMS/MindBytes, nor any rights you might have under applicable data privacy laws.

Capitalized terms that are not defined in this policy have the meaning as described in Article 4 of the European Regulation (EU) 2016/679.

If you have further questions after reading this Privacy Policy, please contact us at info@ismsbelgium.be or info@mindbytes.be.

Note: ISMS/MindBytes might occasionally post a link to other websites on its website, however, ISMS/MindBytes cannot be held responsible for other websites' or other companies' data privacy policies or for protection of your Personal Data by other companies. You should review those policies when you visit the respective websites.

2. Personal data collected by ISMS/MindBytes

A. *Personal Data collected in view of ISMS/MindBytes business, business development and public relations*

Personal Data in this context are only collected when voluntarily submitted to ISMS/MindBytes. In the situation where ISMS/MindBytes employees or collaborators receive your contact details via external channels, such as via our current business contacts, ISMS/MindBytes might also store/use these contact details for business development opportunities. Upon the first contact with you by ISMS/MindBytes using these contact details provided by a third party we will ask to check, correct, change or object to the use of the received data for this purpose.

- Purpose: ISMS/MindBytes Customer/Supplier management
For professional customers, suppliers, consultants or companies with whom ISMS/MindBytes (can) start(s) a cooperation, ISMS/MindBytes will store/process certain company data, such as the



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coordinates of the legal entity's contacts (name, function, telephone...) as well as potential business partners' and employees' contact details, if applicable, the VAT number, a bank account. We process these Personal Data in relation to our customer/supplier management, such as invoicing / payment administration and to provide/order the services for which you have a contract with ISMS/MindBytes.

Legal base: This information is needed when taking steps to enter into a contract with you and for the execution of our contract with you.

- Purpose: ISMS/MindBytes Business Development & Public Relations

Furthermore, Personal Data such as contact details from customers, suppliers, consultants having a contract with ISMS/MindBytes are processed for future business development purposes. We may for example send (prior) customers, suppliers, consultants, e-mail communications to inform them about opportunities or ISMS/MindBytes service updates.

Legal base: This processing is carried out based on our legitimate interest in knowing our (prior) customer/client and maintaining our relationship, and for exploring potential future business opportunities.

B. Personal Data collected in view of ISMS/MindBytes job applications

When someone applies for a ISMS/MindBytes vacant position or spontaneously applies for a position at ISMS/MindBytes, we collect and store the information that is voluntarily provided to us by the candidate.

- Purpose: Evaluation of candidates for current or future vacant positions at ISMS/MindBytes

To consider a job applicant for a position at ISMS/MindBytes or for contacting the job applicant for potential future vacancies at ISMS/MindBytes, ISMS/MindBytes might keep the Personal Data provided by the applicant, for a maximum of 5 years after receipt of the Personal Data from the job applicant (reference is made to Section 7).

Legal base: This processing is performed in view of our legitimate interest of growing and evolving by hiring new staff and expanding our experience.

3. How to unsubscribe from e-mail communications from/being contacted by ISMS/MindBytes?

If you no longer want to receive e-mail communications with newsletters or information about our services, or you do not want to be contacted by ISMS/MindBytes for future business opportunities, you can unsubscribe at any time without motivation. You can do this by sending an e-mail to the following e-mail address: info@ismsbelgium.be or info@mindbytes.be.

4. Privacy protection guarantees and security

We will only process your Personal Data for the purposes set out in Section 2 where:

- the use of your Personal Data is necessary to comply with a legal or regulatory obligation that we have, or



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- the use of your Personal Data is necessary to provide our services as agreed in a contract or when taking steps to enter into a contract with you, or
 - the use of your Personal Data is necessary to support a legitimate interest which we have defined, or
 - we have received your Personal Data via a third party and we have not received any objection from you upon informing you during the first contact with you.

No other processing, meaning for a purpose other than those set out in this Privacy Policy, will be performed by ISMS/MindBytes without explicit consent of the Data Subject. In addition, if applicable, we will ask for your explicit consent before processing any Sensitive Data that might be collected, except if this information is voluntarily provided by you (e.g. as is the case for job applicants) or if processed for a legal obligation we are bound to.

In order to prevent unauthorized access, and to ensure the correct use of information, we have appropriate physical, organizational and technical measures in place to safeguard and secure the information we process.

5. Duration of data retention by ISMS/MindBytes

We retain your data as long as necessary to provide our services and in view of our legitimate interests (e.g. potential future business opportunities or responding to possible disputes or complaints) for up to 10 years after end of services, and longer when legally permitted or required.

We maintain a company Data Protection Policy, including a retention policy, which applies to all Personal Data processed by ISMS/MindBytes. When your Personal Data are no longer required at ISMS/MindBytes or have passed the retention period as set out in this retention policy, we will ensure the Personal Data are securely deleted.

For job applicants, Personal Data are stored for no longer than 5 years after receipt of the Data, unless the applicant is hired by ISMS/MindBytes (refer to section 7), or provides explicit consent to store the Data for a longer time period (note: this explicit consent can always be withdrawn at any point in time, refer to Section 9).

6. Transfer of your data by ISMS/MindBytes

The Personal Data collected by ISMS/MindBytes are used for internal purposes, except when part of or the entirety of the processing is carried out by a contractor of ISMS/MindBytes, or when ISMS/MindBytes might be obliged to share the Personal Data based on legal grounds, such as based on a decision of the court or a supervisory authority.

ISMS/MindBytes employees who process Personal Data internally only have access to those Personal Data that are necessary to perform their duties. All employees are informed and trained about the limitation of processing of Personal Data and the confidentiality and integrity which they need to adhere to when processing Personal Data.

ISMS/MindBytes may share or allow access to your Personal Data with third parties only in the following manners and instances:

- Third party services (for purposes described in Section 2)



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ISMS/MindBytes has contracts with several service providers, who assist, facilitate, support and complement our own services. These include hosting and server co-location services, data and cyber security services, invoicing and payment processing services, domain name registrars, web design services, web content providers and web analytics, e-mail distribution and monitoring services, session recording, remote access services, and legal and financial advisors (collectively, "Third-Party Service(s)"). Such Third-Party Services might receive or have partial or full access to your Personal Data – depending on their specific roles and purposes of their services and business, and they may only use it for these purposes. This Privacy Policy does not cover these Third-Party websites and services.

- Law Enforcement, Legal Requests and Obligations

ISMS/MindBytes may disclose or allow others access to your Personal Data pursuant to a legal request, when permitted by local data protection laws or in compliance with applicable laws, if we believe that the law requires us to do so, with or without informing you. We reserve the right to disclose your Personal Data or other information obtained from or about you, to third parties in connection with a merger or acquisition, or upon bankruptcy or the sale of our assets, to the extent that is required for the process. In the event of transfer of Personal Data to a country outside of the European Economic Region (EER), ISMS/MindBytes ensures an adequate level of protection of such Personal Data by approved applicable data protection legislation or measures taken to ensure the same level of protection as required within the EER.

In such a situation, you can request, in view of your contract with ISMS/MindBytes, a copy of these guarantees by sending an e-mail to the following e-mail address: info@ismsbelgium.be or info@mindbytes.be.

7. ISMS/MindBytes job applications

People interested in a job opportunity at ISMS/MindBytes, can apply for a position by sending us their contact details and CV via e-mail or post.

We ensure that ISMS/MindBytes keeps your Personal Data private and confidential and will use it solely for ISMS/MindBytes's internal recruitment purposes (identification of job applicants, contacting job applicants by phone or in writing, evaluation of their job application, decision making for employment, etc.). It might happen that certain profiles of candidates fit better in our opinion for certain ISMS/MindBytes customers or suppliers. In this case, we can share your contact details with the respective customer/supplier, but not without asking for your explicit consent first.

As specified in section 2. ISMS/MindBytes will retain the job applicant information for not more than 5 years after receipt of the Data, unless the applicant provides explicit consent to store the Data for a longer time period or when the applicant is hired by ISMS/MindBytes. We then keep the information for additional employment and business purposes related to the newly hired employee's work at ISMS/MindBytes.

If you would previously have applied for a position at ISMS/MindBytes, and now wish to access the information, update it or have it deleted from ISMS/MindBytes's files, please contact us at info@ismsbelgium.be or info@mindbytes.be.

8. Use of cookies

The ISMS/MindBytes website uses essential cookies to ensure an optimal browsing experience when you visit our website.

9. Your rights in relation to your Personal Data

As Data Subject, you have the right to know if ISMS/MindBytes processes your Personal Data and

- to be informed of:
 - a. the source of your Personal Data, if applicable;
 - b. the purposes and legal basis of the processing;
 - c. the Data Controller's identity and contact details; and
 - d. the entities or categories of entities to whom your Personal Data may be transferred;
 - e. if applicable, a copy of the safeguards under which your Personal Data is transferred outside the EER;
 - f. the retention time of your Personal Data at ISMS/MindBytes;
- to request a copy of your Personal Data that we have on file,
- to request that incorrect information is corrected, or incomplete information is completed;
- to request that we erase your Personal Data in limited circumstances where
 - a. it is no longer necessary in relation to the purpose(s) for which it was collected or processed;
 - b. the Personal Data were collected or processed in an unlawful manner;
 - c. there is a legal obligation for which the data should be erased;
 - d. you withdraw your consent to process your Personal Data, except to the extent it is lawful to do so without consent;
- to request that we restrict the processing (i.e. storing without further processing) of your Personal Data where:
 - a. the accuracy of the Personal Data is contested;
 - b. the processing would be unlawful but you object to the erasure of the Personal Data;
 - c. we no longer require the Personal Data for the purposes for which it was collected, but it is required for the exercise of a legal claim;
 - d. when you exercise your right to object to the processing of your Personal Data which we have justified on the basis of a legitimate interest;
- to request that we change the way we/no longer contact you for business development or public relations purposes;
- to file a complaint with a supervisory data protection authority.

For exercising any of your above rights, please contact us at info@ismsbelgium.be or info@mindbytes.be.

To ensure the security of your Personal Data when you want to execute one of your rights, we may ask you for additional information before we disclose Personal Data requested by you or before responding to your request. We reserve the right to charge a fee, where permitted by law, for instance if your request is manifestly unfounded or excessive.

10. ISMS/MindBytes contact information



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If you have any questions about the information contained in this Privacy Policy or you wish to exercise any of your rights as described in Section 9, please contact us at info@ismsbelgium.be or info@mindbytes.be.

ISMS/MindBytes has not assigned a formal Data Protection Officer, but a responsible for data protection is available at ISMS/MindBytes to address your requests. As foreseen in the Regulation 2016/679, we will respond to any request concerning your rights within one (1) month of the request and we will attempt to resolve any complaint related to the use of your Personal Data in accordance with this Privacy Policy. If you are a resident of one of the EU Member States, you may also file a complaint with the respective national data protection supervisory authority at any time. However, we encourage you to contact us first.

11. Updates of this Privacy Policy

We will update this Privacy Policy at defined intervals, and if deemed necessary. Any updates of the Privacy Policy will be posted on our website. While we will do our best to bring updates to your attention, it is your responsibility to keep track of such updates. Your continuing use of our website and our services constitutes an acknowledgement of any changes in this Privacy Policy.

Version No.	Description of change	Effective date
1.0	Creation of new quality document	November 30, 2023
2.0	Update of template to be in line with requirements of Document Management System	June 1, 2024

Document review and approval

ISMS/MindBytes CEO

Connor Buffel

Date: May 24, 2024

Signature: