

## **PRIVACY POLICY TB SOLUTIONS (former Nextel NV)**

We consider the protection of your privacy extremely important. We want to inform and respect you as well as giving you as much control as possible over what happens to your personal data. Below you will find information about the data we collect, why we do this, how long we keep it, what your privacy rights are and how you can exercise them.

### **1. Who is protected by this privacy policy?**

This privacy policy applies to the personal data processed by Telenet BVBA, in its capacity as the controller, of everyone who enters our premises, visits our events, consults our website and contacts us regarding vacancies and our products and services.

In the context of its service provision, Telenet BVBA often acts as a processor on behalf of its customers. This privacy policy does not apply in that case, but Telenet BVBA enters into processing agreements with its customers in which all agreements and responsibilities with regard to data processing are contractually stipulated.

### **2. What does 'data processing' mean and who is responsible for it?**

#### **A. Definition**

By 'processing of personal data' we mean any processing of data that can identify you as a natural person. Point 3 of this privacy policy describes which data is involved precisely. The term 'processing' is broad and covers, among other things, the collection, recording, organising, storing, updating, changing, retrieving, consulting, using, distributing or making available in any way, bringing together, combining, archiving, deleting or final destruction of this data.

#### **B. Controller and Processor**

Telenet BVBA NV with its registered office at Liersesteenweg 4, 2800 Mechelen, registered with the CBE under number 473.416.418 acts as a controller or a processor.

In certain cases, Telenet BVBA acts as the controller, this means that Telenet BVBA determines the purpose and means for processing your personal data.

However, we do most of our processing on behalf of our customers, who act as the controller. This means that they determine the purposes for which and the means with which personal data is processed.

#### **C. Processing agreement**

In a processing agreement, Telenet BVBA, in its capacity as the processor, lays down agreements and responsibilities with the controller regarding the processing of personal data.

Telenet BVBA, in its capacity as the controller, in turn also concludes processing agreements with its partners and suppliers.

### **3. Which personal data can we process?**

#### **A. Definition**

Personal data is all information which directly or indirectly identifies a person.

#### **B. The personal data which you share with us**

We process the personal data which you give us yourself. This can be:

- by telephone (for example, when you call customer service with a question or want to report something),

- in writing (for example, when you complete an (online) order form, send us an SMS or an e-mail, register for a competition, when you conclude a contract, as a visitor at reception, CVs which you have given us in the context of a vacancy,...)
- verbally (for example, when meeting our employees on social occasions).

#### C. The personal data which is collected via our websites

We collect personal data following a visit to our websites via cookies. Read more about this in point 10 of this privacy policy.

#### D. Personal data which we process on behalf of our customers

We process personal data which is passed on by our customers in the context of our service provision, for example, surname and first name of their employees, personnel identification number and billing details. The type of data which is processed is stipulated in the processing agreement with our customer.

#### E. Categories of personal data

Telenet BVBA does NOT process personal data that falls under special (sensitive) categories (for example, political opinion, medical information, orientation, etc.). This only concerns identity data (for example, name, work address, professional telephone number), billing details and consumption data.

### 4. Why do we process personal data?

#### A. Proportional processing

We process personal data for various purposes, whereby we only process the data necessary to achieve the intended purpose.

For example, we use personal data when this is necessary:

- in the context of the preparation, implementation or termination of our contract;
- to comply with the legal or regulatory provisions to which we are subject;
- for the protection of our legitimate interests, in which case we always strive for a balance between those interests and respecting your privacy.

If the processing of your personal data is unnecessary for one of these three reasons, we will always ask for your permission to process your personal data.

#### B. Our processing activities

We collect personal data for the following concrete purposes:

- **To process your application for our products and services.**  
If you visit our website to collect and/or request information about our products and services or, for example, you register with a request for contact, then we need your address in any case. All information we receive about you in this pre-contractual phase is only used to provide you with the requested information in the manner that you wish. In addition, if you ultimately decide to become a customer of Telenet BVBA, we will ask you for some personal details for the management of our contractual relationship, such as your name, address, telephone number, e-mail address,...
- **To offer you the best service and to inform you about your usage options.**  
We use your data for setting up, maintaining and supporting your products and services and for our customer administration and dispute management.
- **To inform you about (new) products and services provided by us and other companies within the Telenet group.**  
We can use your data to offer you new products, services or special promotions (in writing, by telephone or electronically) that we think may be of interest to you. Within the Telenet Group, of which Telenet BVBA is a part,

personal data can be transferred, for example to enable us to inform you about relevant products and services for the entire group. More information about this transfer can be found under point 6 of this privacy policy.

- **To monitor our performance.**

We can use your data to evaluate our products and services. We do this on the basis of feedback from customers about our services (for example, through market research), data we receive during our maintenance with or our intervention at customers', questions from customers and by recording our customer service conversations (this is mentioned at the beginning of the conversation).

- **To comply with our legal obligations.**

In many cases we are required by law to store certain personal data about you and/or to communicate this to government agencies.

- **To monitor studies, tests and statistics for, among other things, trend analysis.**

We use your data, for example, to report internally and externally on the use of our services. We use the information we obtain from these studies and analyses to evaluate our current products and services portfolio and our processes and to adjust these based on new developments. Data that is reported externally is completely anonymised and therefore cannot be returned to a specific individual.

### **C. Processing activities on behalf of our customers**

When Telenet BVBA acts as a processor, it is the controller (our customer) who determines the purposes for which the personal data is processed. This is contractually recorded in the processing agreement.

## **5. Security of your personal data**

We work hard to protect your personal data and privacy. Our employees are trained to manage confidential information effectively. In the context of every project that aims to process personal data, an estimate is first made in the field of security and the protection of personal data, where your interests are paramount. In addition, we use all kinds of technical measures to protect your personal data against unauthorised access, unauthorised use and loss or theft of your data, such as: password protection, hard disk encryption software, firewalls, antivirus, intrusion and anomaly detection and access controls for our employees. Should a data leak occur with adverse consequences for your personal data, as a customer you will be personally notified in the circumstances provided for by law.

The software on our products is constantly updated.

The number of employees in our company who have access to your personal data is limited and our employees are carefully selected. They are only given access to your personal data to the extent to which they need that information to perform their duties properly.

## **6. Do we sell and/or pass on your personal data to third parties?**

We do not sell and/or pass on any personal data to third parties without your permission unless:

- **To our legal successors and other companies within the Telenet group.**

We pass on your personal data to our potential legal successors and related companies within the Telenet group (for example, Liberty Global BV) for the same purposes as those stated in this privacy policy, for example to inform you of the products and services of the entire Telenet group. The companies

within the Telenet group qualify as separate controllers in this context, and the data processing agreements are contractually established between the respective companies.

- **This is necessary for our service provision.** We make some of our databases accessible to third parties who work on our behalf and who assist us in delivering our products and services. Our subcontractors, for example. Your data is only transferred for the purposes for which Telenet BVBA processes your data itself and is limited to the data which they require for the performance of their duties on our behalf. We ensure that, just like us, they manage your data securely, respectfully and with due diligence and we provide adequate contractual guarantees for this.
- **There is a legal obligation.** Please refer to point 4 of this privacy policy.
- **There is a legitimate interest for Telenet BVBA or the third party involved.** We will only pass on your personal data if your interests or your fundamental rights and freedoms are not outweighed and you will always be informed transparently (except in the case of legal exceptions). For example, your personal data can be passed on to controlling creditors, collection agencies and legal service providers, as well as to partners with whom we collaborate in the context of a specific promotion.
- **You give us permission to do so.** If Telenet BVBA is to give personal data to third parties in other situations, this will be done with an explicit notification providing information about the third party, the purposes of the transfer and processing. Where legally required, we obtain your explicit permission.

## 7. What are your privacy rights?

### A. Right of access

You have the right to know at any time from Telenet BVBA whether or not we are processing your personal data, and if we are processing it, to view that data and receive additional information about:

- the processing purposes;
- the relevant categories of personal data;
- the recipients or categories of recipients (in particular, recipients in third countries);
- if possible, the retention period or, if that is not possible, the criteria for determining that period;
- the existence of your privacy rights;
- the right to submit a complaint to the supervisory authority;
- the information we have about the source of the data if we obtain personal data through a third party; and
- the existence of automated decision-making.

You also have the right to receive a free copy of the processed data, in comprehensible form.

### B. Right of improvement

You have the right to have incomplete, erroneous, inappropriate or outdated personal data corrected without delay. To keep your details up to date, we request that you inform us of any changes, such as a move or a change of e-mail address.

### C. Right to deletion of data (the 'right to forget')

You have the right to have your personal data deleted in the following cases, and without unreasonable delay:

- your personal data is no longer needed for the purposes for which it was collected or otherwise processed by Telenet BVBA;

- you withdraw your prior consent for processing and there is no other legal basis upon which Telenet BVBA can rely for (further) processing;
- you object to the processing of your personal data and there are no more serious, justified grounds for (further) processing by Telenet BVBA;
- your personal data is processed unlawfully;
- your personal data must be deleted in order to comply with a legal obligation;
- your personal data was collected when you were still a minor.

Please be aware that we cannot always delete all requested personal data, for example when processing thereof is necessary for the institution, exercise or substantiation of a legal claim or because we are required by the judicial authorities to retain data. We will inform you about this in our response to your request.

**D. Right to object to the processing of your data for commercial purposes**

You always have the right to object, without giving reasons, to the use of your personal data for commercial purposes.

**E. Your right to object to the processing of your personal data**

You have the right to object to the processing of your personal data in view of your particular situation if the processing is in the legitimate interest of Telenet BVBA or in the public interest. Telenet BVBA will stop processing your personal data unless Telenet BVBA can demonstrate compelling and legitimate grounds for processing which outweigh yours or when the processing of personal data is related to the filing, exercise or substantiation of a legal claim (for example, filing a claim with a court).

**F. Your right to limit processing**

You have the right to obtain the limitation of the processing of your personal data if one of the following elements applies:

- you dispute the accuracy of that personal data: its use is limited during a period that allows Telenet BVBA to check the accuracy of the data;
- the processing of your personal data is unlawful: instead of deleting your data, you request limitation of its use;
- Telenet BVBA no longer needs your data for the original processing purposes, but you need it for the institution, exercise or substantiation of a legal claim: instead of deleting your data, its use is limited for the institution, exercise or substantiation of the legal claim;
- as long as no decision has been made regarding the exercising of your right to object to the processing, you request the limitation of the use of your personal data.

**G. Your right to transferability of personal data ('data portability')**

You have the right to 'recover' your personal data, for example, to make it easier to change service providers. This is only possible for the personal data that you have provided to Telenet BVBA yourself, based on permission or after agreement. In all other cases you cannot therefore enjoy this right (for example, when your data is processed on the basis of a legal obligation).

There are 2 aspects associated with this right:

- you can ask Telenet BVBA to recover the relevant personal data in a structured, common and machine-readable form; and
- you can ask Telenet BVBA to pass on the relevant personal data directly to another controller. You are responsible for the accuracy and security of the (e-mail) address that you provide for the transfer. Telenet BVBA has the right to refuse this if the transfer is not technically possible.

## 8. How do I exercise my privacy rights?

### A. How do I exercise my privacy rights?

You can easily launch your request via your permanent contact person, by writing to the DPO or via [GDPRbusiness@telenetgroup.be](mailto:GDPRbusiness@telenetgroup.be). In order to exercise your right of access, and to prevent any unauthorised disclosure of your personal data, we must verify your identity. In case of doubt or uncertainty, we will first ask you for additional information (preferably a copy of the front of your identity card).

### B. Are there any associated costs?

You can exercise your privacy rights free of charge, unless your request is manifestly unfounded or excessive, in particular because of its repetitive nature. In such a case, we have - in accordance with privacy legislation - the right and the option to (i) charge you a reasonable fee (taking into account the administrative costs of providing the information or communication requested and the costs associated with taking the requested measures), or (ii) refuse to comply with your request.

### C. In which format will I receive a response?

When you submit your request electronically, the information is provided electronically if possible, unless you request otherwise. In any case, we will provide you with a concise, transparent, understandable and easily accessible answer.

### D. When will I receive an answer?

We will respond to your request as quickly as possible, and in all cases within one month of receiving your request. Depending on the complexity of the requests and the number of requests, that period may be extended by two months if necessary. If the period is extended, we will notify you here within one month of receiving the request.

## 9. How long do we keep your data?

Telenet BVBA will not store personal data for longer than is necessary to realise the purpose for which the data was primarily stored, taking into account legal provisions.

To meet our accounting and tax obligations, for example, we are required to keep your billing information for a maximum of 7 years. In addition, in the event of a dispute, the data (in particular your contract, invoices and correspondence related to complaints in this regard) will be retained for 10 years after the termination of your contract for legal reasons. Access to this archived data is naturally restricted. At the end of the applicable retention period(s), personal data will be deleted or anonymised.

Certain data from former customers can be used for a period of 2 years after the termination of the contract to identify the former customer and to keep them informed about new products and promotions from Telenet BVBA.

## 10. Our website

### A. General

Telenet BVBA makes every effort to protect your privacy and to develop a technology that offers you the most powerful and safest online experience. By using our website, you consent to the data practices described in this statement.

Telenet BVBA collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. Telenet BVBA also collects *anonymous* demographic information that is not unique to you, such as your

postcode, age, gender, preferences, interests and favourites.

Information about your hardware and software is also automatically collected by Telenet BVBA. This information includes your IP address, browser type, domain names, access times and referring website addresses. Telenet BVBA uses this data to operate the service, to maintain the quality of the service and to provide general statistics regarding the use of our website.

Please note that if you disclose personally identifiable information or sensitive personal data through Telenet BVBA's public message forums, this information may be collected and used by others. Note: Telenet BVBA does not read your online private messages.

Telenet BVBA recommends that you read the privacy statements of the websites you wish to visit via a link from Telenet BVBA so that you understand how those websites collect, use and share your data. Telenet BVBA is not responsible for the privacy statements or other content on websites outside the websites of Telenet BVBA.

Telenet BVBA keeps track of the websites and pages that our customers visit on the Telenet BVBA website to determine which Telenet BVBA services are the most popular. This data is used to deliver specific content and advertisements within Telenet BVBA to customers whose behaviour indicates that they are interested in a particular topic.

Telenet BVBA protects your personal data against unauthorised access, use or disclosure. Telenet BVBA protects the personally identifiable information that you leave on computer servers in a controlled and secure environment, protected against unauthorised access, use or disclosure. When personal data (such as a credit card number) is transferred to other websites, this is protected by means of encryption, such as the Secure Socket Layer (SSL) protocol.

## B. Use of cookies

The Telenet BVBA website uses “cookies” to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a web server. Cookies cannot be used to run programs or to put viruses on your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain to which you have assigned the cookie.

One of the key aims of cookies is to provide a means of saving you time. The purpose of a cookie is to inform the web server that you are returning to a specific web page. For example, if you personalise the Telenet BVBA pages or register on the Telenet BVBA website or for a service, a cookie will help Telenet BVBA to remember your specific information for subsequent visits. This simplifies the process for storing your personal data, such as billing addresses, delivery addresses, and so on. When you return to the same Telenet BVBA website, the information you entered previously can be retrieved so that you can easily use the functions that you have customised.

You can allow or refuse cookies. Most web browsers allow cookies automatically, but you can adjust your browser settings to refuse cookies if you wish. If you decide to refuse cookies, your experience of the interactive functions of the services of Telenet BVBA or the websites which you visit may not be optimal.

## 11. Changes to this statement

Telenet BVBA may change this privacy policy from time to time, for example in response to market developments and new processing activities by Telenet BVBA. We therefore invite you to always consult the latest version of this policy on our website. Of course we will inform

you in advance via our websites or other current communication channels of any significant substantive change and we will ask for your prior consent for our (new) processing activities when required to do so by law.

## **12. DPO contact details**

Do you have a question about the processing of your personal data and you cannot find the answer in this privacy policy, or do you want to report a privacy incident? Then contact our Data Protection Officer via [GDPRbusiness@telenetgroup.be](mailto:GDPRbusiness@telenetgroup.be).

## **13. Escalation to the supervisory authority.**

The Data Protection Authority is an independent body that ensures that your personal data is processed in accordance with the law. If you have a complaint about the processing of your personal data by Telenet BVBA or if you wish to start a mediation procedure, please go to <https://www.gegevensbeschermingsautoriteit.be/verzoek-klacht-indienen>.