

Privacy statement for Third Parties – METRO NV – BELGIE - EN

We care about your privacy.

The new European General Data Protection Regulation (GDPR), stipulates that we inform you on our internal policy with regard to processing personal data.

All personal data that we possess as a result of the cooperation with you as a Third Party ((prospective) customer or provider or other), is stored and processed in compliance with the applicable legislation with respect to data protection, and in particular with the General Data Protection Regulation 2016/679 of 27 April 2016, hereafter referred to as "GDPR".

This Privacy Statement explains how and why your personal data is stored, how we process and protect these data, and for how long is stored.

Your personal data will be treated with care & discretion, and with respect to the GDPR legislation.

1. Identity and contact information

The legal entity processing your personal data is :

METRO NV

With registered office

Prins Albertlaan 12

B – 8870 IZEGEM

Company number : 0405.581.942

If you should have any questions about your personal data in our possession, please contact us by email (metro.transport@vandemoortele.com) or by a letter to the address above (attention of Daily Manager).

You can also contact the Belgian Privacy Authority by email (commission@privacycommission.be).

2. Purpose of processing personal data

Within the framework of the existing professional relationship between Metro and yourself, personal data can be processed for the purpose of:

- Client management & - administration
- Supplier management & -administration
- Book keeping
- Reporting
- Claim Management
- Implementation of contractual agreements

If you are an employee of an organisation or company, with which METRO NV has established a cooperation (customer, provider, other), we may use your personal data within the framework of this cooperation.

We may inform you about our activities, services or other information, by means of newsletters, e-mailings, brochures & magazines.

3. Legal basis on processing personal data

We only collect, process and store personal data, if it is necessary to conclude or carry out agreements, or to render services.

There may also be a legal obligation (e.g. tax or accounting legislation) or another justifying reason for which we have to store and process your personal data.

The equilibrium between a justifying reason and respect for your privacy will be honoured, at all times.

When you contact us via our website www.metrotransport.be we archive your personal data for customer and supplier relation management. You have the right to unsubscribe at any time (see point 9 below).

4. Which personal data is being processed (categories)

For purposes such as mentioned above and in the framework of the collaboration between you and METRO NV, we collect and process the following personal data:

- Identifying personal data:
 - o Eg. Name, address, telephone number, title, date of birth
- Identifying e- data:
 - o Eg. Email address, geo location (if applicable)
- Identifying professional data:
 - o Eg. Employer, job, function
- Identifying financial data
 - o Eg. Bank account numbers, VAT number, financial transactions

We do not collect sensitive data, such as data that show race or ethnic origin, political views, religious or ideological convictions, or membership to a union, genetic data, biometric data or data about health or sexual behaviour or sexual orientation.

You are therefore asked not to provide us with these type of data. If such type of data would be provided anyway, you explicitly agree that these data will be processed by us in accordance with the provisions of this Privacy Statement.

5. Source of personal data

We may collect and process personal data which you provided to us through one or more of the following channels:

- Online, via registration on www.metrotransport.be or other websites;
- Via cookies and other tracing technologies, eg. GPS localisation, (if applicable);
- Via direct communication with our company by telephone, sms or email;
- Through participation in surveys (IWT, FEBETRA, others);
- By filling out a contact form or via scanning visitor badges (QR Code or other visitor registration systems);
- By giving business cards or mobile phone contacts to our staff members;
- By logging on to the Metro website;
- By performing payments;
- ...

6. Receivers of personal data

For the purposes listed above, your personal data may be shared with, and possibly processed by, third parties such as:

- Companies with whom Metro collaborates to ensure its services such as, subcontractors, other providers, cloud computing service providers (Saas applications), IT service providers, logistical services providers, communication agencies, consultants, hosting providers, shared service providers, etc;
- Competent authorities or other public authorities within the frame work of legal rules and regulations.

The employees, managers and/or representatives of the service providers mentioned above, or organizations and experts appointed by them, have to respect the confidential nature of these data and may only use these data in line with the instructions of the company.

Your personal data may also be shared with affiliates of METRO belonging to the group Vandemoortele (inter-company) for legitimate business purposes such as, e.g. transport organisation, invoicing, reporting, handling complaints, ...

7. Transfer of personal data

Your personal data will not be transferred to member states outside of the European Economic Area (EEA) without appropriate guarantee.

8. Storage period

We will archive your personal data up to 10 years after the last purchase / the last contact with our company, prolonged by a verification period of 6 months. This period may need to be further extended as a result of legal enforcement or a justifying interest for METRO NV.

9. Rights

Within the GDPR framework and with regard to your personal data, you have the following rights :

- Right to have access or have a copy of the data;
- Right to adapt the personal data;
- Right to erase your personal data ("right to be forgotten");
- Right to object to the processing of your personal data;
- Right to limit the processing of your data;
- Right to unsubscribe, a.o. for using your data for sending direct marketing;
- Right to transfer your data to another controller ("right to portability");
- Right to initiate a complaint procedure with us;
- Right to initiate a complaint with the competent national supervising authority (Belgian Privacy Authority).

The above rights may be applicable in certain circumstances and may be subject to certain conditions, exemptions or exceptions as set out in the applicable data protection legislation.

In case of questions of if you want to exonerate one of these rights, you can contact us per e-mail address on metro.transport@vandemoortele.com or by sending us a signed and dated letter to the following postal address : Metro nv, Prins Albertlaan 12, 8870 Izegem for the attention of the Daily Manager.

You have the right to unsubscribe at any time by sending a request by e-mail to metro.transport@vandemoortele.com or by sending us a signed and dated letter to Metro nv, Prins Albertlaan 12, 8870 Izegem for the attention of the Daily Manager.

All other questions, concerns or complaints about the way your personal data is used by us, can be send to us by e-mail or by regular post using the contact details below, together with a copy of your identity ID card (in order to allow us to verify the identity of the requestor).

10. Automated decision-making (profiling)

Automated decision-making is defined as decisions about individuals which are strictly based on automated data processing and which might have legal consequences or which might significantly affect the persons involved.

METRO NV makes in principle no use of automated decision-making as described above.

11. Security - Confidentiality

We use different security technologies and procedures to protect the privacy and the confidentiality of your personal data and to protect these against unauthorised access, incorrect use, modification, illegal or unintended destruction and loss. Only METRO NV and the staff involved in the purposes for which your data are collected, have access to these data. These staff members are contractually bound to respect the privacy and confidentiality of your personal data.

12. Amendments

We reserve the right to amend this Privacy Statement from time to time, within the limitations imposed by the applicable regulations with respect to privacy and data protection.

13. Complaints

In case of complaints or non-response, you can contact the competent national supervising authority (commission@privacycommision.be)

14. Applicable law and competent court

The Privacy Statement shall be governed by and construed in accordance with the laws of Belgium. The competent court of Ghent (department Kortrijk) has the exclusive competence to hear all disputes arising from this Privacy Statement and that cannot be solved amicably.

Drawn up in Izegem, on 1st May 2018