

Privacy Statement

SOLANA is committed to **protecting your personal data** and respects your privacy.

In this Privacy Statement, we aim to provide clear and transparent information about how we handle your personal data.

We make every effort to **protect your privacy** and therefore handle your personal data with care. In all cases, SOLANA complies with applicable legislation and regulations, including the General Data Protection Regulation (GDPR 25 May 2018).

This means that, at the very least, we:

- process your personal data in accordance with **the purpose** for which they have been provided. These purposes and type of personal data are described in this Privacy Statement;
- limit the processing of personal data to the **minimum data necessary** for the purposes for which they are processed;
- ask for **your explicit consent** if we need this to process your personal data;
- have implemented appropriate **technical and organisational measures** to guarantee the security of your personal data;
- do **not pass on personal data** to other parties, unless this is necessary for the performance of the purposes for which they were provided;
- are aware of **your rights** with respect to your personal data and want to draw your attention to these and respect these.

At SOLANA, we are responsible for processing your personal data. If you have any questions about our privacy statement or more general questions or wish to contact us, please use the **contact details** below:

- **SOLANA NV, Korte Kopstraat 21, 2900 SCHOTEN, BELGIUM**
- mail@solana.be - phone: 03 685 02 02

Why we process personal data

We process your personal data for the **following purposes and legal grounds**:

- to be able to participate in our activities (agreement implementation),
- to improve our stock forecasting process (legitimate interest),
- to inform active customers about similar products through direct marketing (legitimate interest),
- to send newsletters, thematic mailings and invitations (consent of the data subject),

For the purposes stated above, we may **request and process the following personal data**:

- personal identity data: surname, first name, address, telephone number, email.
- identity data issued by the government: identity card number or national registry number
- personal characteristics: gender and nationality

We will only use the data collected for the purposes for which we obtained the data.

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We also use cookies on our website.

We also use cookies on our website. You will find more information about this in the pop-up window when visiting our website for the first time.

Disclosure to third parties

We may disclose the information you provide us with to third parties **if this is necessary** for the purposes described above.

For example, we use the services of a third party to:

- provide the internet environment (web hosting);
- provide the IT infrastructure (including IT network, ERP...);

We will, of course, make the **necessary arrangements** with these parties to guarantee the security of your personal data.

Furthermore, we will not disclose the information you provide to other parties, **unless required and permitted by law**. For example, when the police request (personal) data from us as part of an investigation. In such a case we must cooperate and are obliged to provide this information, therefore.

We may also **share** personal data **with third parties** if you give us **consent** to do so. You have the right to withdraw this consent at any time, without prejudice to the lawfulness of the processing prior to its withdrawal.

We do **not** disclose any personal data to parties established outside the EU.

We do **not** process personal data of **minors** (persons under 16 years of age).

Retention period

SOLANA does not retain personal data for **any longer than is required** for the purpose for which they were provided or as required by law. As a general rule, we will retain personal data for a maximum of 5 years after the last use.

Data security

We take appropriate technical and organisational measures to protect your personal data against unlawful processing, including:

- All persons who can access your data on behalf of SOLANA are bound by a **duty of confidentiality**.
- We have a **user name and password policy** on all our systems;
- We **pseudonymise** and **encrypt** personal data if there is reason to do so;
- We make **backups** of the personal data, allowing us to recover them in the event of physical or technical incidents;
- Our employees have been **informed** about the importance of the protection of personal data.

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Your rights with respect to your data

You have the right to **inspect** and to **correct** or **erase** the personal data we have received from you.

To **contact** us, please see the top of this privacy statement. To verify your identity, we ask you to enclose a copy of your identity card. We strongly recommend that you make your passport photo invisible and state that it is a copy.

You may also **object** to the processing of your personal data (or part thereof) by us or by one of our processors. In addition, you have the right to have the data provided by you transferred by us to you (or on your direct instruction to another party). We may ask you to identify yourself before we can respond to the above requests.

Complaints

If you have a complaint about the processing of your personal data, please **contact us directly**. You also have the right to lodge a complaint with the [Privacy Commission](#), which is the supervisory authority for privacy protection.

Amendments to the privacy statement

SOLANA may amend its privacy statement. Any amendment will be communicated on our website. The last amendment was made on 5 May 2018.