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Colruyt Group Services Privacy Policy

1. General

We protect your data and respect your rights.

This Privacy Policy originates with Colruyt Group Services NV, located at Edingensesteenweg 196, 1500 Halle, registered under company number 0880.364.278 RLE (hereinafter referred to as 'Colruyt Group' or 'we/us/our'),

This Privacy Policy informs you about how Colruyt Group collects and manages your personal data in the context of the activities it organises.

Your personal data is very important to us. Therefore, we also make it a point to provide the very best protection for this data. We take your legal rights into account when using your personal data.

2. What personal data do we collect and use?

We collect the data that you provide to us yourself and data on visits to the website.

Data you provide to us

You have personally provided part of the personal data that we use, e.g. when you have registered for an activity. These are data like your name, (business) address, sex, language preference, and contact information.

Via the website

We collect technical data on every individual that visits our website(s). Examples of this are the IP address, browser type, data on the device, and the external website that brought the user to our website.

In addition, we collect data on how every visitor uses the website. This way, we know when people visit our website, how a page is viewed, what precisely is clicked, which page the user is on when leaving the website, etc. These analyses allow us to improve the user-friendliness of our website or app. This data is also used to adapt the website to your personal preferences and interests.

Cookies allow us to build up this knowledge based on different visits to our website.

A cookie is a piece of data that your browser stores for us and then sends back to us at a later point in time, such as your next visit to the website. You can find more information about how we use cookies in our Cookie Policy:

<https://www.Colruytgroup.com/wps/portal/cg/nl/h/legal/cookies>.

3. Why and on what basis do we collect your personal data?

We need your data in order to offer you our services. We respect strict internal (communication) rules in this regard.

Sending communication to you

We may send you communication that is important in the context of the partnership.

We use your data to send you the right information via post and to update you on innovations that you might find interesting.

Unless you have used the opt-in beforehand, we will also send you this information via email.

4. Who has access to your personal data?

Only Colruyt Group has access to your data and will never sell your data to third parties.

In addition to this, Colruyt Group may employ **other parties** that will also need access to (a part of) your data. All these parties must respect this Privacy Policy and will never be able to use your personal data for purposes other than the ones described herein.

In some cases, **certain (public) bodies** will have the right to access or request a part of your personal data. Naturally, we will cooperate in these cases.

However, Colruyt Group will never sell your data to third parties.

5. How do we store your personal data?

Your personal data is stored on servers in Belgium. In order to make the Service Provision possible, Colruyt IT Consultancy India also has access to your personal data.

Some service providers also use your personal data outside of Europe. Whatever the case, your personal data will be processed securely in compliance with the relevant legislation and the terms and conditions of this Privacy Policy.

Colruyt IT Consultancy India Pvt. Ltd., a subsidiary of Colruyt Group, provides support to Colruyt Group from India. For example, they collaborate in the development of new services or expand our existing apps and websites.

Although your personal data is stored in Belgium, it may be possible for Colruyt IT Consultancy India to access your personal data to exercise their service provision. This could also include sensitive data that you have provided to us.¹

Some of our service providers use your data outside of the European Economic Area in order to provide you with a better, less expensive service in this way. In that case, we will take the necessary measures in order to assure that your personal data is processed securely in compliance with the relevant legislation and the terms and conditions of this Privacy Policy.

You can request a copy of the measures we have taken by contacting us via the contact information at the end of this Privacy Policy.

6. How long do we store your personal data?

We will delete your personal data as soon as it is no longer relevant in the context of the activities organised by Colruyt Group.

7. How do we protect your personal data?

We do our utmost to provide your data with optimal protection. Despite these efforts, we can never offer you a full guarantee.

However, we store your personal data on highly secured and controlled computers. When we collaborate with other parties, we require the same level of protection from them as well. Despite all our efforts in this regard, we can never fully guarantee the security and protection of your personal data.

8. What are your rights as a User?

We always take your legal rights into account. You can have incorrect data corrected, request that we do not use your data for direct marketing purposes, etc.

The protection of your personal data is incredibly important to Colruyt Group. We take your legal rights into account when using your personal data, which is why we are outlining them all below. You can contact us via the contact information at the end of this Privacy Policy to exercise these rights. We are required to check your identity in this regard and we will request a copy of the front of your identity card.

You can request an overview of your personal data stored by us. You can have incorrect data corrected and have data that is no longer relevant deleted.

You can request that we restrict the use of your personal data or object to a way in which your personal data is used.

¹ In accordance with Article 46, paragraph 2 of the General Data Protection Regulations, we have concluded a contract with Colruyt IT Consultancy India Pvt. Ltd. entailing standard provisions on data protection in order to provide your data with the utmost protection outside of the European Union.

Complaints concerning the processing of your personal data

Do you have a complaint concerning how we process your personal data? Then please do not hesitate to contact our Data Protection Officer (DPO) at privacy@Colruytgroup.com or on +32(0)2 363 55 45.

If the DPO is unable to provide you with sufficient assistance, then you are also welcome to contact the Belgian Data Protection Authority and lodge a complaint with them.

9. Contacting us

Do you have complaints concerning the processing of your personal data? Do you have any other questions? Then please do not hesitate to contact our Data Protection Officer (DPO).

Do you have any other questions or would you like to know more about how we process your personal data? Then please do not hesitate to contact our Data Protection Officer (DPO). You can do this in 3 ways:

- Send a letter via post to Edingensesteenweg 196, 1500 Halle
- Send an email to privacy@Colruytgroup.com
- Call +32(0)2 363 55 45.

10. Changes to this Privacy Policy

Keep up to date on the changes and regularly read through this Privacy Policy.

Our service provision is constantly growing and evolving so that we can continue to provide you with the best possible service. Therefore, we will regularly update this Privacy Policy so that it will always correctly explain how we process your personal data. While we will do our utmost to bring your attention to these changes, we still recommend reading through this Privacy Policy regularly. After all, you are personally responsible for following up on any changes.

This Privacy Policy was last updated on 03/09/2018.

Privacy Statement Camera Surveillance Colruyt Group

1. In general

We protect your data and respect your rights.

This privacy statement stems from Etn. Fr. Colruyt NV established in 1500 Halle, Edingensesteenweg 196 and registered under company number 0400.378.485 RPR (Hereinafter referred to as "Colruyt Group" or "we") and all its subsidiaries.

This privacy statement explains how Colruyt Group collects and manages personal data in the context of security.

Personal data are very important to us. That is why we make an issue of protecting them to the best of our abilities. When we use your personal data, we take into account your rights under the law.

2. Which personal data do we collect and use?

We collect surveillance footage

We use surveillance cameras to collect footage that shows people as well as date, time and location

3. Why and on which basis do we collect your personal data?

We need this footage to guarantee safety

The cameras are used for the following purposes

- to protect the access to buildings and grounds
- to guarantee the safety of customers and personnel
- to detect and identify potentially suspicious or dangerous behaviour that can cause accidents or incidents
- to identify the cause of an incident with the necessary accuracy
- to examine damage
- to protect goods and means

4. Who has access to your personal data?

Only security staff have access to the footage

Colruyt Group can also appeal to **other parties** who also have access to the footage. These parties have to comply with this Privacy statement. They will never use your personal data for purposes other than the ones described here.

If the footage is part of a damage claim, we can transmit it to our insurance company, insurance broker, lawyer, experts and parties involved in liability proceedings.

In some cases, **certain (government) authorities** are entitled to view or request the recorded images. In such cases, we will of course cooperate.

5. Where do we keep your personal data?

We keep your data in Belgium, France or Luxemburg.

6. How long do we keep your personal data?

We remove the footage after 30 days.

The retention period for surveillance images is one month, unless the recorded images are part of a file for the purpose of proving a crime, proving harm or identifying an offender, a witness or a victim. In that case, we will keep the images longer.

7. How do we protect your personal data?

We do everything we can to protect your data. However, we can never offer a full guarantee.

We store your personal data on secure and controlled computers. When we work with other parties, we demand the same level of protection from them. However, despite all our efforts, we can never fully guarantee the security and protection of your personal data.

8. What are your rights as a User?

We always consider the rights you have under the law. You can have erroneous data corrected, ask us not to use your data for direct marketing, etc.

Colruyt Group attaches great importance to the protection of your personal data. When we use them, we consider the rights you have under the law. That is why we enumerate them below. You can contact us using the contact details at the bottom of this Privacy Statement to exercise these rights. In this case, we are obliged to check your identity and we will ask you a copy of the front side of your identity card.

You can request an overview of the personal data we keep about you. You can ask us to correct erroneous data and to remove data that are no longer relevant.

You can ask us to limit the use of your personal data or you can object to the use of your personal data.

Complaints about handling your personal data?

Do you have complaints about the way in which we handle your personal data? Contact our Data Protection Officer (DPO) at privacy@Colruytgroup.com or +32(0)2 363 55 45

If he cannot sufficiently help you, you can also contact the Belgian Data Protection Authority and file a complaint.

9. How can you contact us?

Do you have complaints about handling your personal data? Or do you have additional questions? Contact our Data Protection Officer.

Do you still have questions or would you like to know how we handle your personal data? Contact our Data Protection Officer (DPO). You can do this in three ways:

- Write him a letter to Edingensesteenweg 196, 1500 Halle
- Write him an email to: [privacy@ Colruytgroup.com](mailto:privacy@Colruytgroup.com)
- Call us at +32(0)2 363 55 45.

10. Changes to this Privacy Statement

Stay informed of changes and regularly read this Privacy Statement.

Our services are constantly growing and evolving in order to keep offering the best possible service. For this reason, we will regularly update this Privacy Statement so that it will always correctly explain how we handle your personal data. Although we do our best to point out changes to you, we recommend you to read this Privacy Statement regularly. Indeed, it is your responsibility to stay informed of adaptations.

The Privacy Statement was updated last on 18/06/2019.