

Data protection and privacy are very important to Biobest Group NV (hereafter: **Biobest**). With this privacy policy (hereafter: **Privacy Policy**) Biobest wants to inform you about the processing of your personal data. Biobest shall process the personal data with respect for your privacy and in compliance with the applicable data protection legislations.

Biobest reserves the right to, at any moment, make updates to this Privacy Policy. In order to stay informed of any changes, we ask you to regularly consult this Privacy Policy.

This privacy policy was last updated on May 31, 2023.

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1. DEFINITIONS

Processing of personal data: Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. Personal data means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly.

A processor: A processor is a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

A controller: A controller is a natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.

2. FOR WHOM DOES THIS PRIVACY POLICY APPLY?

This Privacy Policy applies to all direct customers, visitors, suppliers, applicants and all other persons who are not employees of Biobest and of whom Biobest processes personal data as controller. For the remainder of this Privacy Policy, an individual belonging to one of these groups is referred to as a **Data Subject**.

3. CONTACT DETAILS

Name	Biobest Group NV
Register of Legal Entities	(Antwerp – Turnhout) 0893.948.337
Registered office	Ilse Velden 18, 2260 Westerlo
E-mail	privacy@biobestgroup.com
Phone number	+32 14 25 79 80

4. CONTROLLER

Only when Biobest is acting in the capacity of data controller, points 5 to 11 of this Privacy Policy shall apply.

If, as Data Subject, you want to exercise your rights, you must always address the data controller (responsible for the processing).

5. WHAT PERSONAL DATA DOES BIOBEST PROCESS?

5.1. Based on the performance of a contract

Biobest processes personal data necessary for the performance of a contract to which you are a party or in order to take steps at your request prior to the conclusion of a contract.

- **When requesting a quote**
When you request more information about the services or products of Biobest you can request a quote through different channels (telephone, website, social media, ...). Biobest processes personal identification data (e.g. name, telephone number, address and email) to provide you with an adequate proposal.
- **When processing an order, following up on invoices and commercial agreements**
When you order services or products from or deliver to Biobest, Biobest processes personal identification data and professional data to correctly follow up the order or delivery and for invoicing and payment purposes.
- **When delivering or collecting products at one of our facilities**
When you deliver or collect products from our facilities, Biobest processes personal identification data, including vehicle license registration data to adequately handle the delivery or collecting process (e.g. through the use of cameras, badge system and alike).
- **When applying for a job**
Biobest regularly seeks new enthusiastic and motivated employees to join our team. During the job application procedure Biobest processes the following categories of personal data: personal identification data, personal characteristics (e.g. birthdate, language, ...), competences, educational history, career, curriculum vitae, image, work references.
- **When creating a user account**
Via a form on the website you can register yourself as a customer and you can log in with a userID and password. In doing so, Biobest processes personal identification data and security data (e.g. password) in order to correctly provide you with relevant information.
- **When participating in an event**
Biobest organises events. In the organisation of such an event, we process personal identification data, professional data at registration.
- **When participating in a training course**
 - Biobest organises training courses. We process your personal identification data and professional data for administrative follow-up.

5.2. Based on consent

When processing personal data based on your consent, you always have the right to withdraw your consent. (see 11. What are our rights and how can you exercise them?)

- **When you subscribe to our newsletter.**

When you subscribe to our newsletter you give permission for sending a newsletter. Biobest gives you the opportunity to unsubscribe from the newsletter.

- **When completing a customer satisfaction survey**
Biobest asks permission to link personal data (identification data and professional data) with the results of a customer satisfaction survey. We only use this data to improve our services. Biobest uses a research agency as processor for this purpose, but it will not use the data for other purposes and will not pass it on to third parties for its own use.
- **When creating a recruitment reserve**
If Biobest does not hire you after a job application, but would like to keep your CV for future opportunities, Biobest will ask for your permission to keep your CV..
- **Use of targeted visual material on social media and the website.**
When publishing targeted images on social media and the website, Biobest will ask for your permission. With targeted images we mean images in which the person is clearly identifiable (close-up, image focused on a certain person, posed photo, ...).
- **When indicating eating preferences if you register for an event and/or training course.**
If you wish, when registering for an event or training you can indicate your food preferences, so that we can provide suitable food for catering. Only quantities and no personal details are passed on to the catering company.

5.3. [Based on the legitimate interest](#)

Biobest processes personal data based on a legitimate interest in which Biobest has made a balancing of interests.

- **When registering visitors to our offices**
For security reasons, Biobest wishes to know who is present at our offices at all times. The employee with whom the visitor has an appointment will be informed that the visit has arrived. Biobest processes the following personal data: personal identification data (e.g. name, email, telephone number), professional data (e.g. company for which you work).
- **When using security cameras**
In and around the buildings of Biobest cameras are installed for the purpose of preventing, detecting or identifying nuisances or crimes against persons and goods and maintaining public order. Images are collected, processed and stored for this purpose.
- **When dealing with a question, offering help or offering information at your request**
You can contact Biobest through various channels (telephone, correspondence, email, chat, contact form website, social media). We will only use the personal data you provide to answer your questions.
- **When sending direct marketing**
Biobest sends direct marketing and thereby processes personal identification data. Biobest respects related regulations, whereby only direct marketing is sent if there is a customer relationship, with regard to the similar products or services that Biobest itself provides. As a data subject, you always have the possibility to unsubscribe.
- **When inviting a customer satisfaction survey**
Biobest invites customers to participate in a customer satisfaction survey. For this purpose we work together with a research agency.
- **When carrying out competency tests during the application period**

In order to screen an applicant, Biobest conducts an assessment of the candidate's competences and personality. Biobest will use an assessment agency as a processor, but we will not use the data for other purposes and will not pass them on to third parties for their own use.

- **When creating an application summary list showing the status for each data subject involved**
Due to the many applications that Biobest processes and the different channels through which new candidates are introduced, there is a legitimate interest in creating a list so that candidates we refuse do not re-examine after a few weeks. This list only contains personal identification data.
- **When using images for public relations and/or journalistic purposes**
When Biobest organises a company event, Biobest has a legitimate interest in doing public relations in order to attract new employees and/or new customers. The visitors of the event are informed in advance and have the opportunity to oppose taking the photo: at the event itself against the photographer or after the event by sending an email to privacy@biobestgroup.com.
- **When improving the quality of the website**
Biobest uses tools to gather statistics and gain insights about the use of the website. This information is anonymised and not linked to your personal information. Analytics tools use cookies. These are text files that are placed on your computer to collect standard internet logging information and behavioural information. More information can be found in our cookie statement.
- **When improving internal processes to improve our products and services**
Biobest uses personal data to improve its internal processes in view of improving its products and services.

5.4. [Based on a legal obligation](#)

Biobest may process personal data because this is necessary to comply with a legal obligation or to respond to legitimate and justified requests from authorities to which Biobest is subject.

- **When making an organised visit to the Biobest site**
Biobest is an isolated company in regard to the hygienic safety of the food chain. In order to comply with the system of auto-control and traceability, Biobest must keep a register of all persons visiting the site. This register can be requested by the FASFC.

5.5. [Compatible purpose](#)

If we have collected your personal data under a legitimate interest or agreement, we may also use this data in the future for another purpose that is compatible with the original purpose. In doing so, we consider the following aspects:

- The link between the original purpose and the new/future purpose;
- The context in which the data has been collected (what is the relation between you and Biobest);
- The type and nature of the data (does it concern sensitive data?);
- The possible consequences of the intended processing (what are the consequences for the data subject?);
- The existence of adequate guarantees (such as encryption or pseudonymisation).

6. [WITH WHOM DO WE SHARE YOUR PERSONAL DATA?](#)

Biobest may share your personal information with its affiliates and subsidiaries. Biobest does not share your personal data with third parties, unless:

- To Biobest's agents, transport companies, insurance companies, notaries, contractors, subcontractors in relation to the services they are providing to Biobest;
- Biobest has received your prior consent;
- Biobest is obliged to do so in the context of a regulation or legal procedure;
- Biobest is requested to do so by legislative, judicial, supervisory or regulatory authorities;

- Biobest organises an event together with partners or suppliers. The list of participants will also be communicated to the partners or suppliers;
- Biobest is taken over in whole or in part or split up. In that case, Biobest will impose on the third party the obligation to process the personal data only in accordance with the provisions of this Privacy Policy.

Biobest makes use of certain subcontractors such as consultants, study agencies (e.g. for conducting satisfaction surveys, tools (e.g. CRM system, mailing tool) and this in order to outsource some of our services to them. These subcontractors are not considered third parties but processors. We will impose that these subcontractors take the necessary technical and organisational measures to process your personal data legally and lawfully and under no circumstances disclose your personal data to third parties.

7. SECURITY OF YOUR PERSONAL DATA

Biobest recognises that the security of personal data is part of data protection. Therefore, Biobest takes (and will require its processors to take) appropriate technical and organisational measures to protect your personal data against unauthorised processing or unauthorised access in order to prevent misuse.

Whenever personal data is transferred to a processor outside the European Economic Area (EEA), Biobest will always do so in accordance with the terms of this Privacy Policy and Biobest will follow applicable data protection laws and regulations to ensure adequate safeguards.

8. STORING YOUR PERSONAL DATA

Biobest will only keep your personal information for the minimum period necessary to fulfil the purposes set forth in this Privacy Policy unless (i) a longer retention period is required to resolve disputes or (ii) a longer retention period is required by law. Non-personal information may be retained indefinitely for statistical purposes.

9. COOKIES

Cookies are text files that are placed on your computer to collect standard internet logging information and behavioural information. This information is used to keep track of the visitor behaviour of the website and to compile statistical reports about the website.

More information about cookies can be found in our Cookie policy.

10. REMARK IN RELATION TO MINORS

Biobest's website and the services offered on it are not designed for persons under 16 years old.

11. WHAT ARE YOUR RIGHTS AND HOW CAN YOU EXERCISE THEM?

11.1. WHAT ARE YOUR RIGHTS?

- **Right of access:** You can ask us which personal data we process about you, for which we process it, which categories of personal data we process, with which categories of third parties we share your personal data, the origin of the processed data and - if applicable - what logic we use in the automatic processing of personal data.
- **Right to rectification:** If information is incorrect, you can ask us to correct it.

- **Right to delete your data:** If data is not processed lawfully or if your data is no longer necessary for the purpose for which it was collected, you can ask us to delete your data.
- **Right to restrict processing:** By restricting the processing of your personal data, your personal data can still be kept but its use is limited. When you have requested a processing restriction, we may only store your data. This means that no other transactions can take place with your data.
- **Right to object:** You have the right to object to the fact that your data is processed if that processing is based on a general interest or the legitimate interest of the person processing your data. Moreover, you can also exercise this right of objection if your personal data are processed for direct marketing purposes. This right of objection also applies to profiling, which forms the basis for processing for direct marketing purposes.
- **The right to withdraw consent:** If the processing of your personal data is based on consent, you have the right to withdraw your consent at any time.
- **The right to transfer data:** You have the right to obtain the personal data provided by you in a standard, structured and machine-readable form and you have the right to transfer these personal data to another controller if the processing is based on the legal grounds of consent or contractual relationship.

11.2. [HOW CAN YOU EXERCISE YOUR RIGHTS?](#)

You can exercise your rights by sending an e-mail to privacy@biobestgroup.com. In order to prevent any unauthorised disclosure of your personal information Biobest may request more information to verify your identity.

Biobest has one month to answer your request. This period will begin when Biobest has received your request and has all the necessary information to fulfil your request. The period of one month can be extended after a notification and explanation of Biobest.

Biobest will provide the requested information free of charge. If requests are unfounded or excessive, in particular because of their repetitive nature, Biobest may charge a reasonable fee or Biobest may refuse the request.

If for any reason you assume that Biobest did not handle your request correctly, you may contact Biobest again and we will work with you to find a solution.

For the sake of completeness, we inform you that if Biobest does not respond to your request, refuses it or if our response does not meet your expectations, you always have the right to file a complaint with the Data Protection Authority (GBA), Drukpersstraat 35, 1000 Brussel, Tel +32 (0)2 274 48 00, or contact@apd-gba.be.