



## PRIVACY POLICY

Your privacy is critically important to us. Therefore, in light of the applicable legislation on the protection of personal data (including without limiting to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (“**GDPR**”)), we would like to inform the visitors of our website in a transparent manner on his or her rights with respect to the personal data collected via

- The following websites : Izix.eu, blog.izix.eu, ressources.izix.eu, knowledge.izix.eu (the “**Websites**”); and
- Our solution that optimizes office building parking lots but also accelerates the shift towards flexible mobility and adaptable office spaces (“**Izix Solution**”) and the services linked to it (together referred as the “**Services**”).

Izix is committed to respecting the privacy of the individuals with whom we interact. The data remains yours after all! In that respect, we have developed this privacy policy (“**Privacy Policy**”) to describe how we collect, use and disclose the personal data of those individuals who visit our Website and who are interested in our Services. By your use of the Websites and Services, you confirm that you have read and understood this Privacy Policy and have accepted it without reservation. You agree that your continued use will be understood as continued consent. You can withdraw your consent at any time by sending an email sent to [support@izix.eu](mailto:support@izix.eu). For any question regarding the collection or processing of your personal data, or for any request to exercise your rights in relation to your personal data, you can contact us in writing at any time on the address mentioned hereinafter or via e-mail ([support@izix.eu](mailto:support@izix.eu)).

The terms “controller,” “processor,” “data subject,” “personal data,” “process(ing)” (and its cognates) and “third party” shall have the meaning ascribed to these terms in the GDPR.

The term “Affiliates” means a person that directly, or indirectly through one or more intermediaries, owns or controls, is owned or is controlled by, or is under common ownership or control with, another Person.

### 1. WHO IS RESPONSIBLE FOR THE DATA PROCESSING?

Izix SRL incorporated and operating under the laws of Belgium (VAT Number: BE0802.336.884) having its registered office at 1050 Brussels, rue du Mail 50 and its Affiliates (hereinafter: “**Izix**”, “**we**”, “**our**”, “**us**”), are, on the one hand, the data controller for the processing of your personal data via the Websites. Be aware that Izix will only be the data controller for the processing of personal data for its own purposes, such as the processing of personal data of our (potential) customers in relation to sales, service delivery, invoicing, customer relationship management and direct marketing.

On the other hand, if you are a parking user of one of our customers, our customer will be the “data controller” and Izix will be acting as the customer’s “data processor”. In such case, our customer is the one assuming responsibility for the processing of personal data through our Services. Please take into account that this Privacy Policy only covers the processing of personal data by IZIX as a data controller. If you have any question or if you want to exercise any of your rights under the GDPR for processing activities where IZIX is not the data controller, please contact directly the data controller of this activity.

### 2. WHAT IS PERSONAL DATA?

Personal data is any information relating to an identified or identifiable natural person. It is sufficient that the data allow us to establish a (direct or indirect) link between one or more data-pieces and a natural person. Personal data does not include anonymous or non-personal data (i.e., information that cannot be associated with or tracked back to a specific individual). By your use of the Websites and Services,

you in any case consent to the processing and using of anonymous and non-personal data that is no longer identifiable.

### 3. WHAT (CATEGORIES OF) PERSONAL DATA DO WE PROCESS?

We may collect and process the following personal data regarding the Users provided that such data is adequate, relevant and limited to what is necessary for the purposes for which it is processed.

We collect the personal data that you submit to our Websites and Services, depending on your qualification (visitor of Websites/user of Services/business contact person/visitor registered in our Services). These personal data will be collected from you when:

- using the contact forms (Websites chat room) on this Websites;
- registering for the free consultation through Izix’s Websites and other free resources;
- requesting a free download for contents owned by Izix- allowing you to make use of any other functionalities offered on our Websites;
- corresponding with a representative of Izix via e-mail using the hyperlinks created for that purpose;
- subscribing to Izix’s Services ;
- using Izix’s Services.

When we process your personal data, we merely process the following categories of personal data:

- Identification Data :name, first name, email address ;
- Contact Data : business/work email address ;
- Professional Data : Company name ;
- Localisation Data : geographical location ;
- Any other contact or other information that you choose to provide.

### 4. WHY DO WE PROCESS PERSONAL DATA AND ON WHICH LEGAL BASIS?

The legal bases for our data processing activities are established within the strict limits of the purposes and conditions of Articles 6, 9 and 10 of the GDPR. In the event that your personal data is processed on the basis of your consent or a legitimate interest, you have the possibility to object to this processing at any time. This objection must be sent by email to the email address ([support@izix.eu](mailto:support@izix.eu)).

In essence, Izix processes your personal data for an overarching goal: we want to offer the best personalised experience when visiting our Websites and using our Services. The personal data collected is processed for the following purposes:

- to ensure and improve the proper technical functioning of our Websites and Services ;
- to provide you access to the application in a secure, effective and user-related manner ;
- to follow up on the sales process (communication of fee quotes and invoices) ;
- to manage our customer relationships ;
- to contact you if you have requested to be contacted by means of the contact form (Websites chat room) ;
- to handle any complaints that might arise in relation to our products or services as well as to provide after sales services ;
- to the extent you have given your consent thereto, to send you (personalised) marketing, advertising, and promotional messages and other information that may be of interest to you, in relation to the products, services and events provided by Izix. You can unsubscribe or opt-out from receiving these communications via the link in the marketing correspondence.

Most of the aforementioned processing activities are either necessary for the performance of a contract to which you are party or to perform the required pre-contractual measures, or justified on the basis of our legitimate interests, such as building and managing our customer and contractual relationships. However, we will not send you direct marketing without consent where such consent is required.

### 5. WHO HAS ACCESS TO YOUR PERSONAL DATA AND



## WHERE IS IT ACCESSIBLE?

We, at Izix, consider mutual confidence very important.

That's why we would like to ensure you that we process your personal data for internal use. In this case, your personal data might be shared to our employees, agents, administrators or managers to the extent necessary for realizing the intended purposes, mentioned above.

We neither rent nor sell your personal data or of those of your visitors in a form that allows for the identification of individuals to anyone for use for their own purposes.

We may share statistical reporting on the use of our Websites and Services with third parties, however such reporting will not contain information that allows the identification of an individual.

Please note that Izix uses a number of data processors that collect, store and process your data. These data processors are natural persons or legal entities that process the personal data on behalf of Izix. We have carefully selected our processors. The selected processors offer all the appropriate guarantees with regard to technical and organisational security measures regarding the processing of your personal data.

We may transfer your personal data to our trusted and reputable third party processors for the following purposes:

- hosting of our parking operating system ;
- enabling payments ;
- enabling user support functionalities, such as Websites chat rooms;
- enabling visit- and usage analytics.

We have carefully selected these external service providers and review them regularly to ensure that your privacy is preserved. All such third party processors are contractually bound by us to keep your information confidential. All information provided to third party processors is used by them only to carry out the service they are providing for us. We will not transfer your data to any other third parties without your prior permission, unless we would be legally obliged to do so or on the basis of a judicial or administrative order or instruction from a competent authority or institution.

In order to further develop our business, we may alter the corporate structure of Izix by changing its legal form.

We may also form, sell or buy subsidiaries, divisions or parts of the company. In such transactions, customer information together with the part of the company to be transferred will be passed on. Every time personal data is transferred to third parties to the extent prescribed, Izix will ensure that this is done in accordance with this Privacy Policy and the relevant data protection laws.

Izix is a Belgian company but operates globally. It is therefore possible for the data to be transferred to and stored in countries outside the European Economic Area (EEA). We will only do so in accordance with this Privacy Policy and applicable laws, by making sure that appropriate protective measures are implemented, such as the execution of appropriate standard contractual clauses conforming to the EU Commission model clauses in line with the article 46 (2) of the GDPR, providing appropriate safeguards for this transfer.

## 6. HOW LONG DO WE RETAIN YOUR PERSONAL DATA?

All personal data that we collect are only retained for the duration necessary for the performance of the data processing activity, and the realisation of the underlying objective.

Retention period depends on the data processing activity and the type of data collected. This duration is limited taking into account possible obligations provided by the law.

You can contact us at any time for more information regarding retention of your personal data at [support@izix.eu](mailto:support@izix.eu).

Please note that if we are acting as a data processor, we have to act upon our customer's instructions regarding data retention.

## 7. DO WE USE AUTOMATED DECISION-MAKING?

Article 22 of the GDPR provides that individuals have the right not to be subject to a decision based exclusively on automated processing which produces legal effects concerning them or otherwise significantly affects them.

Izix does not use such automated decision-making.

## 8. WHAT ARE YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA?

Pursuant to the GDPR, each individual, in your capacity of data subject, shall have the following rights in relation to the use of their personal data:

- A. Access: You have the right to obtain confirmation that Personal Data relating to you is or is not being processed and to have access to that data and to receive a range of additional information such as the purpose of the processing, the categories of data concerned, ... You have the right to request a copy of the personal data we hold about you. Please note that there are exceptions to this right. You may be denied access to your personal data if, for example, making it available to you involves disclosing the personal data of a third party, or if we are prohibited by law from disclosing such information. Please contact us to [support@izix.eu](mailto:support@izix.eu).
- B. Accuracy: We try to keep your personal data up to date and to ensure its accuracy and completeness. Please contact us at the email address listed at the end of this Privacy Policy to notify us of any inaccuracy or change in your personal information so that we may update your personal information. You can also view, correct and update some of your Personal Data by logging into your account on our site.
- C. Withdrawal: You have the right to withdraw your previous consent to the processing of your personal data. You may withdraw your consent at any time by sending an email to [support@izix.eu](mailto:support@izix.eu).
- D. Objection: In some cases, you also have the right to object to the processing of your personal data.
- E. Limitation: In some cases, you also have the right to obtain the limitation of the processing of your personal data.
- F. Erasure: In some cases, you also have the right to obtain the erasure of your personal data.
- G. Portability: You have the right to request the transfer of part of your personal data to you or to another controller in a commonly used and machine-readable format.
- H. Complaint: If you believe that your data protection rights have been violated, you have the right to lodge a complaint with the relevant supervisory authority or to take legal action.

Please note that there are exemptions to these rights if, for example, we are legally required to continue processing your personal data.

If you wish to submit a request to exercise one or more of the rights listed above, you can send an e-mail to [support@izix.eu](mailto:support@izix.eu) or in writing, addressed to Izix S.A. at Brussels, rue du Mail 50. Such request should clearly state which right you wish to exercise and the reasons for it if



such is required. It should also be dated, signed and accompanied by a digitally scanned copy of your valid identity card proving your identity.

We will promptly inform you of having received this request. If the request proves valid, we shall honour it as soon as reasonably possible and at the latest thirty (30) days after having received the request.

If you have any complaint regarding the processing of your personal data by us, you may always contact us via the e-mail address [support@izix.eu](mailto:support@izix.eu). If you remain unsatisfied with our response, you are free to file a complaint with the competent data protection authority.

## **9. HOW DO WE USE COOKIES?**

Izix, like many other websites, uses cookies. Izix wants to keep you informed about the cookies it uses. Cookies are small text files that are stored on a device's hard drive and contain certain information and sometimes. For more information about our cookie policy: [Izix Cookie Policy](#).

## **10. HOW IS YOUR PERSONAL DATA SECURED?**

Izix ensures at any time and in all circumstances that an adequate level of technical and organizational security is taken, in order to protect you from data leaks, including loss, destruction, public disclosure, unauthorised access or misuse.

However, if you become aware of a data breach or suspect one, we ask you to report it immediately by contacting us.

## **11. UPDATES**

We reserve the right to add to or amend this Privacy Policy at our sole discretion and at any time, without prior notice to you. If we change this Privacy Policy, we will provide you with a copy of the new version by posting the new version on our Websites or Services. The renewal of this Privacy Policy will not result in a decrease of the level of protection of your personal data. Please review our Privacy Policy on a regular basis to make sure you have read the latest version and you understand what we do with your personal data.

Your continued use of the Websites and / or Services, following the posting of changes to these terms means that you consent to those changes.

You can contact us at any time for more information regarding our Privacy Policy and/or to ask to see the personal data that we hold about you, at [support@izix.eu](mailto:support@izix.eu).

**Last update date: 1 June 2024**