



IBA Website Personal Data Policy

1 Basic rules

It is essential for IBA ("IBA ", "us", "we", or "our") to ensure transparency on the way Personal Data is processed and to protect the confidentiality of the User ("You", "your", "User") of our Websites ("Websites" includes several IBA's websites : <https://iba-worldwide.com/>, <https://www.iba-industrial.com/>, <https://www.iba-radiopharmasolutions.com/>, <https://www.iba-careers.com/>, and all other IBA related websites, applications or software), as much as possible.

For the purpose of this Policy, 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, in particular by reference to an identifier such as a name, an identification number, location data (the "Personal Data"), but also by one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person ("Sensitive Data").

For these reasons, this Policy explains which Personal Data of the User IBA processes, how and why and describes how long IBA intends to keep the personal data for the relevant purposes.

If you have any questions or comments with regard to this document, please contact data-protection@iba-group.com.

2 Data Controller

IBA with registered office at Chemin du Cyclotron, 3 – 1348 Louvain-la-Neuve, Belgium and registered with the Crossroads Bank of Enterprises (RPM Nivelles) under number 0428.750.985 acts as the data controller for the Personal Data that is collected via the Website.

As a data controller, IBA is responsible for ensuring that the processing of Personal Data complies with applicable data protection law, and specifically with the General Data Protection Regulation.

3 Personal Data protection principles

IBA adheres to the principles relating to handling of Personal Data set out in the GDPR which require Personal Data to be:

- (a) *Handled lawfully and fairly (see 4)*
(For what purpose are Personal Data collected?)
- (b) *Transparency (see 5)*
(What Personal Data is handled?)



(c) *User rights (see 6)*

(What are User rights with regard to his Personal Data?)

(d) *Not handled for any purpose other than for which it's collected and collect the minimum needed for the purpose it is collected for; (see 7)*

(What is the extent of the data collected?)

(e) *Personal Data kept only as long as necessary for the purposes for which it is processed; (see 8)*

(What is the storage limitation?)

(f) *Processed in a manner that ensures its security using appropriate technical and organisational measures to protect against unauthorised or unlawful handling and against accidental loss, destruction or damage; (see 9)*

(How User's Personal Data is secured?)

(g) *Restricted Data sharing; (see 10)*

(With whom may User's Personal Data be shared?)

How are these principles respected in practice when handling your data?

4 Purposes and Legal Bases of Data Handling

The Personal Data of User are collected, processed and shared fairly and lawfully and for specified purposes.

This Policy sets out the limits of the handling actions concerning the Personal Data of User for specified legal purposes. These restrictions are not intended to prevent manipulation, but to ensure that your Personal Data are treated fairly and without harming you.

Some of these purposes are set out below:

- The Personal Data handling is necessary to comply with a legal obligation (e.g. equal opportunity monitoring),
- The Personal Data handling is necessary to perform a contract or to perform steps prior to entering into a contract. IBA uses your Personal Data to start business, fulfil its contractual and legal obligations, manage the contractual relationship, offer products and services and strengthen the customer relationship, which may also involve analyses for marketing and direct marketing purposes.
- IBA or a third party has a legitimate interest to handle the Personal Data and this legitimate interest is judged not to affect the rights and freedoms of the individual in a significant way. If necessary, IBA can also use your Personal Data to protect its rights and those of third parties, such as in the event of infringement of intellectual property rules.
- You have given IBA your consent to handle the Personal Data. It is the case when you contact IBA via the contact form available on Website, subscribe to the newsletter or apply on the career



website, IBA collects and process your Personal Data, to allows us exclusively to process your request and respond.

Only these cases may constitute a Personal Data handling purpose in our Websites.

5 Personal Data Handling

5.1 Obligation to Provide Data

A variety of Personal Data is needed for entering into, maintaining and terminating a contractual relationship and fulfilling the related contractual and legal obligations. The same applies to the use of Website and the various functions provided by it, such as asking to receive a newsletter.

IBA will be unable to process your inquiry or to manage the underlying contractual relationship without this data being available to us.

5.2 Automated Individual Decisions

IBA does not use any fully automated processing for decision-making.

5.3 Collection of General Information

As soon as you access Website, some general information will be collected automatically.

This data is stored in the so-called server log files and includes:

- IP address of the requesting computer
- Web browser type,
- Date and time of access
- Transferred data volume
- Access status
- Website from which access is made
- Computer's operating system,
- Domain name of Internet Service Provider

The information involved cannot be used to identify you. It is technically indispensable for correct delivery of the website contents you have requested, and cannot be avoided when using the internet. In order to provide us with relevant information on your activity on Website, such anonymous information is statistically evaluated by us in order to optimize Website presence as well as the underlying technology.

5.4 Hotjar

Hotjar is a tool that reveals the online behavior and voice of Users. By combining both Analysis and Feedback tools, Hotjar gives IBA the picture of how to improve Website User experience and performance/conversion rates.



For further information, please refer to the privacy policy of Hotjar: <https://www.hotjar.com/legal/policies/privacy/#enduserenglish>

5.5 Newsletter

When you subscribe to IBA's newsletter, the data you provide will not be used for any other purposes. Subscribers may also be informed by email about circumstances that are relevant for the service or registration (such as changes in the newsletter offer or technical conditions).

For a successful registration, IBA needs a valid email address. For that purpose, IBA is logging the newsletter signup request, the emailing of a reconfirmation request and the receipt of the response requested in the latter. Besides that, IBA will not collect any other data. The data will be used exclusively for newsletter delivery and will not be passed on to any third parties.

You may withdraw your consent to the storage of your Personal Data and the use of said data for newsletter delivery at any time. A corresponding link can be found in each newsletter. In addition, you may unsubscribe from the newsletter directly on this web page at any moment or inform IBA about his wish to unsubscribe using the contact channels provided at the bottom of this page.

5.6 Newsletters – Mailchimp

IBA's newsletters will be delivered via the email provider "MailChimp", a newsletter distribution platform operated by the U.S. company Rocket Science Group, LLC, 675 Ponce De Leon Ave NE #5000, Atlanta, GA 30308, USA. For details on the privacy policy of the mail provider, please refer to: <https://mailchimp.com/legal/privacy/>. The Rocket Science Group LLC d/b/a MailChimp is certified under the Privacy Shield Framework, therefore guaranteeing compliance with the EU data protection requirements (<https://www.privacyshield.gov/participant?id=a2zt0000000TO6hAAG&status=Active>). The email service provider has been contracted by us for the purpose of pursuing our legitimate interests.

The email service provider may use recipient Data Pseudonymously, for improving or optimizing its own services (e.g. for optimizing the delivery or presentation of the newsletters technically, or for statistical purposes). The email service provider will, however, never use any information about IBA's newsletter subscribers itself for contacting them directly or for disclosure to third parties.

5.7 Newsletters – Email Tracking

IBA's newsletters contain a so-called "web beacon", i.e. a one-pixel file that will be downloaded from our web server or our email service provider's web server (if any) as soon as User opens the newsletter. While processing the download request, the web server will gather primarily technical data such as information on your web browser and your operating system, as well as your IP address and the exact request time.

This information will be used for technical improvement of the services based on the above technical data or conclusions about the target groups and your reading behaviors in terms of geographical locations (which can be determined by means of the IP address) or access times.

Statistical data collected also include the information whether User opens the newsletters, when you open them and which links you click. Although these pieces of information may be assigned to individual newsletter subscribers for technical reasons, it is neither IBA's aim nor that of our email service provider (if any) to monitor individual User. Instead, such analyses rather help IBA to identify the reading habits of User and to match IBA's content or to serve different content to User based on their interests.

It is not possible to revoke only your consent to email tracking. In case of disagreement, User must unsubscribe completely from our newsletter service.



5.8 Contact Form

If you contact us via email or contact form, the information provided by you will be stored for the purpose of processing your request and for possible follow-up questions.

5.9 CRM System by Salesforce

IBA is using the CRM system of salesforce.com Germany GmbH, Erika-Mann-Str. 31, 80636 München, to process user requests more quickly and efficiently.

Salesforce is certified under the Privacy Shield Framework, thus ensuring compliance with the EU data protection laws even if data is processed in the United States of America.

Salesforce will use information provided by User solely for technical processing of the inquiries and will not pass on such information to any third parties. In order to be able to use Salesforce, you must at least provide a correct email address. Pseudonymous use of the service is possible. When processing service requests, it may become necessary to ask for further information (name, address).

For User who does not agree with data collection by and data storage in Salesforce's external system, IBA are offering alternative ways for submitting service requests via email, telephone or paper mail.

For further information, please refer to the privacy policy of Salesforce: <https://www.salesforce.com/de/company/privacy/>.

5.10 Akkroo

IBA uses Akkroo for registering for events and training courses as well as for recording contact and address data during trade fairs and congresses.

For further information, please refer to the Akkroo's privacy policy: <https://akkroo.com/privacy>

5.11 Bizzabo

IBA uses Bizzabo for registering for events as well as for recording contact and address data during trade fairs and congresses.

IBA may use Bizzabo to create temporary Websites.

Personal Data handled by Bizzabo may include, but is not limited to, name, job title, company name, email address, phone number, browser and device information (including IP Address), and other identifying information you may provide to Bizzabo.

For further information, please refer to the privacy policy of Bizzabo: <https://www.bizzabo.com/privacy>

5.12 Use of Google Analytics

Website uses Google Analytics, a web analytics service offered by Google Inc. ("Google"). Google Analytics uses so-called "cookies" – text files saved to your computer that make it possible to analyze how you are using Website. The information generated by the cookie about your activities on Website will usually be transmitted to a Google server in the United States and stored there. However, as IBA has enabled IP address anonymization on Website, your IP address will be truncated by Google within member states of the European Union or other member states of the European Economic Area (EEA) before being transmitted to the United States. Only in exceptional situations will your full IP address be transmitted to a Google server in the United States and truncated there. On behalf of the owner of this website, IBA, Google will use this information for evaluating your use of Website, for generating website activity reports and for providing other services related



to Website and internet usage to the website owner. The IP address transmitted by your browser as part of Google Analytics will not be combined with any other data held by Google.

You can block the storage of cookies by making the appropriate settings in your browser; but bear in mind, however, that you may no longer be able to make full use of all functions provided by Website when doing so. Furthermore, you can prevent Google from collecting information about your use of Website (including your IP address) by means of cookies and from processing such information by downloading and installing the browser plug-in available under the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

You can also prevent Google Analytics from collecting data by clicking on the following link. An opt-out cookie is set that prevents future collection on Your data to visit Website: <https://tools.google.com/dlpage/gaoptout/eula.html?hl=en>.

For more information on terms of use and privacy, please visit <https://policies.google.com/terms>.

5.13 Google Ads

Website uses Google conversion tracking. If you reach Website via an advertisement served by Google, Google Ads will set a cookie on your computer. The conversion tracking cookie will be set as soon as a user clicks an ad served by Google. This cookie will become invalid after a period of 30 days and is not used for personal identification. If you visit certain pages of Website and the cookie has not yet expired, IBA and Google are able to recognize that you were redirected to this page after clicking the ad.

Since each Google Ads customer is assigned a different cookie, cookies cannot be tracked across the websites of various Google Ads customers. The information obtained through the conversion cookie is used to generate conversion statistics for Google Ads customers who have chosen to make use of the conversion tracking feature. This way, customers learn how many users in total clicked their ad and were forwarded to a website that includes a conversion tracking tag. However, they will not receive any information enabling them to personally identify users.

5.14 Chatbot

On Website you can meet a chatbot: a small window asking for information. The data collected may include, but is not limited to, the job title or the specialty and what kind of information you want.

This collection of information is only for statistical purposes concerning the category of Website User.

5.15 Social Media Plug-Ins

IBA uses social media plug-ins of the providers listed below on our web pages. You can recognize these plug-ins by their respective logotypes.

These plug-ins may possibly transmit information (which may include also Personal Data) to the service provider for further use by the latter. In order to prevent inadvertent and undesired data collection and transmission to the service provider, we use a 2-click solution. To activate a certain social media plug-in, visitors must enable the plug-in first by clicking the corresponding icon. Information collection and transmission to the service provider will not start until the plug-in has been activated. We, ourselves, do not collect any Personal Data through social media plug-ins or on their use.

Which data an activated plug-in is collecting and how this data is being used by the provider is beyond our control. At present, it must be assumed that a direct connection to the services of the provider will be



established and that at least the IP address and some device-related information will be collected and used. Service providers might also attempt to store cookies on the computer used.

For details as to exactly which data is collected and how it is used, please refer to the privacy policies of the respective service provider. Note: If you are simultaneously logged on to Facebook, Facebook will be able to identify you as visitor of a certain web page.

We have embedded the social media icons of the following companies on our website:

Facebook (Facebook Inc., 1601 S. Av. Palo Alto, California, CA 94304, USA) privacy policy: <https://www.facebook.com/about/privacy/your-info#public-info>

Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000GnywAAC>

Twitter (Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA); privacy policy: <https://twitter.com/de/privacy> opt-out: <https://twitter.com/personalization>

Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000TORzAAO&status=Active>

LinkedIn (LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland); privacy policy: <https://www.linkedin.com/legal/privacy-policy> opt-out: <https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out>

Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000LOUZAAO&status=Active>

5.16 YouTube

IBA has embedded videos from the “YouTube” platform operated by Google LLC, 1600 Amphitheatre Parkway, Mountain View, California, CA 94043, USA, on Website; privacy policy: <https://www.google.com/policies/privacy/>; opt-out: <https://adssettings.google.com/authenticated>

5.17 Google Maps

IBA has embedded maps from the “Google Maps” service operated by Google LLC, 1600 Amphitheatre Parkway, Mountain View, California, CA 94043, USA. The data processed may include your IP addresses and geographical locations, which are, however, not collected without your consent (usually given by making the corresponding settings on your mobile devices). The data may be processed in the United States of America.

Privacy policy: <https://www.google.com/policies/privacy/>

Opt-out: <https://adssettings.google.com/authenticated>

5.18 Word Press

IBA may use temporary Websites (to share with you a webcast for example). We most often use the Word Press host.

Word Press may require to collect your Personal Data, it may include, but is not limited to, name, company name, email address, phone number, browser and device information.

For further information, please refer to the privacy policy of Word Press: <https://automattic.com/privacy>

5.19 Cookies

[Link](#) to cookie Policy



6 User Rights

The User Rights with regards to Personal Data are:

- The right to access, allows you to obtain from IBA confirmation that your Personal Data are or are not being processed and when they are, have access to these data as well as to information relating to the purpose of the processing, categories of Personal Data concerned, to the recipients to whom these data were communicated and the period of retention,
- The right to erasure, allows you to obtain the erasure of your Personal Data which:
 - Is no longer necessary with regards to the purposes for which it was collected or processed,
 - Or, in the event of opposition,
 - Or, when this data has been subject to unlawful processing,
 - Or, when required by European or local regulations.
- The right to modification and rectification, allows you as soon as possible the modification and rectification of Personal Data concerning you which are inaccurate or incomplete.
- The right to data portability, allows you to receive the Personal Data concerning you that you have provided to IBA, in a structured, commonly used and machine-readable format and transmit this data to another controller without IBA obstructing it,
- The right to restriction of processing, allows you to obtain a limitation of the processing of Personal Data when:
 - The accuracy of the Personal Data is disputed by you,
 - The processing is unlawful and you oppose your erasure,
 - IBA no longer needs Personal Data for the purposes of processing, but they are still necessary for the establishment, exercise or defense of your legal rights,
 - In the event of opposition and during verification whether the legitimate motives pursued by IBA prevail over yours.
- The right to object to processing, allows you to oppose for legitimate reasons relating to your particular situation, that your Personal Data be subject to processing. You also have the right to object to your Personal Data being processed for direct marketing purposes.

In order to exercise the aforementioned rights, please contact: data-protection@iba-group.com

IBA undertakes to respond to you without undue delay and in any event within one month of receipt of your request.

That period may be extended by two further months where necessary, taking into account the complexity and number of the requests.

You should be informed of any such extension within one month of receipt of your request, together with the reasons for the delay.

In addition, you have the right to lodge a complaint with a supervisory data protection authority.



7 Minimization

User's Personal Data is processed only for the purposes specified in this Policy. Use of any specific set of Personal Data is limited to the specific purpose for which it was provided.

IBA commits to handle only the necessary Personal Data for the intended purpose and collect only the minimal information necessary for that purpose.

8 Storage limitation

User's Personal Data should only be retained for as long as necessary for the purpose it was collected or as required by law or contractual obligations.

IBA will store your Personal Data as long as needed for the specific processing purpose. Please note that, due to numerous statutory retention periods, we may be obliged to store data for longer times. This applies in particular to retention periods required by commercial or tax laws. In the absence of longer legal retention periods, the data will be routinely deleted upon having fulfilled its intended purpose.

In addition, IBA may retain data if you have given us your consent to do so, or if we want to use certain data as evidence in legal disputes within the statutory periods of limitation, which may be as long as thirty years; the regular period of limitation is three years.

9 Security

User's Personal Data must be secured by appropriate technical and organisational measures against unauthorised or unlawful handling, and against accidental loss, destruction or damage.

Data transfer from and to Website is encrypted. IBA is using HTTPS as a transfer protocol for our internet presence, always combined with the latest encryption protocols. In addition, we are offering content encryption to visitors making use of our contact forms or applying for jobs. This data can be decrypted only by us. Furthermore, User can always resort to alternative communication channels (e.g. paper mail).

10 Transfer limitation

In our company we make sure that your Personal Data is made available only to persons who actually need said data for fulfilling contractual and legal obligations.

Your Personal Data will be transferred to third countries (i.e., non-member states of the European Union or European Economic Area) only where and to the extent necessary for contract performance or required by law, or if you have given us your consent to do so.

We will transfer your Personal Data only to a service provider or an affiliate located outside the European Union, which provides us with an equal level of data protection.



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