IBA WEBSITE PRIVACY POLICY

Last updated on 31 May 2022

IBA ("IBA", "us", "we", or "our") is committed to protecting personal data and to ensure transparency on the way Personal Data is processed and to protect the confidentiality of the User ("You", "Your", "User") of our Website. The term "Website" refers to several IBA Websites:

- https://iba-worldwide.com/;
- https://www.iba-industrial.com/;
- https://www.iba-radiopharmasolutions.com/;
- https://www.iba-careers.com/;
- https://ibastore.iba-worldwide.com;
- https://www.iba-protontherapy.com/.

This Website Privacy Policy governs IBA's use of data collected by us, including any and all personal data. Personal data is any information relating to an identified or identifiable natural person. We use Your personal data in line with all applicable laws. For these reasons, this Website Privacy Policy explains which categories of Your personal data IBA processes, how and why, and describes how long IBA intends to keep the personal data for the relevant purposes.

Please note that this Website Privacy Policy applies only to our online activities and is valid for visitors of our Website with regards to the information that they share and/or collect. This Website Privacy Policy is not applicable to any information collected offline.

The main topics of this Website Privacy Policy are the following:

- About IBA, its activities, and contact information
- About the data collected by IBA
- Security, transfer of data, sharing and data retention
- Children and sensitive data
- Your Rights
- Cookies
- Third Party Privacy Policies
- Updating this Policy

1 About IBA, its activities, and contact information

About IBA

Ion Beam Applications SA (IBA) is registered at 3 Chemin du Cyclotron, 1348 Louvain-la-Neuve, Belgium and registered with the Crossroads Bank of Enterprises (RPM Brabant wallon) under number 0428.750.985. IBA also has numerous offices around the world.

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

IBA's activities

Since its creation, IBA has always put the purpose of the company and its project at the heart of its activities, as expressed in our mission to "Protect, Enhance and Save Lives". As a company, we are focused on striking the right balance between our stakeholders: increasing our market share and the return for our shareholders, improving the quality of life of our customers, patients and employees, and contributing to the well-being of our society, while also maintaining and restoring our planet's health.

In short, IBA is a high-technology medical company which concentrates its activities on proton therapy, dosimetry, solutions for radio-pharmacies and particle accelerators for the industry.

For over thirty years, our particle physics-based technology has contributed to treating those in our society who are ill. This desire is reflected in our mission to protect, enhance and save lives. This goal is implemented in different ways that benefit each of the various stakeholders involved.

Contact information

IBA regularly reviews its compliance with this Website Privacy Policy. Questions, comments and requests regarding this Website Privacy Policy are welcome and should be addressed in the first instance to IBA's Data Protection Officer via data-protection@iba-group.com or by mail to 3 Chemin du Cyclotron, 1348 Louvain-la-Neuve, Belgium.

If IBA does not satisfactorily answer Your questions, requests or concerns, You may also contact the following for advice, support or complaints:

- IBA's Data Protection Officer ("DPO") can be reached directly at data-protection@iba-group.com;
- The Belgian Supervisory Authority (Autorité de protection de des données / Gegevensbeschermingsautoriteit) via email at contact@apd-gba.be, via phone at +32 2 274 48 00 or via mail to Rue de la Presse 35, 1000 Brussels, Belgium;
- The Supervisory Authority of Your habitual residence. For more information for EU residents click here.

2. About the data collected by IBA

A variety of (personal) data is needed for providing services, such as operating the IBA Website and the various functions thereof, like subscribing to the IBA newsletter or registering to a webinar. As different visitors use different services, available on the IBA Website, various categories of Personal Data are collected and processed. For a better understanding, this section makes a distinction between the Users based on their activities on the IBA Website and explains the applicable data protection considerations, such as the categories of collected data or the functioning of integrated tools. Regardless of the specificities of the services, IBA does not rely on any fully automated processing for decision-making.

Purposes and Legal Bases of Data Processing

Your personal data is collected, processed and shared fairly and lawfully and for specified purposes. These purposes and respective legal bases are set out below:

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

In such cases IBA collects and processes Your personal data, allowing us exclusively to provide you our services, process Your request(s) and respond thereto.

Only the abovementioned cases may constitute a personal data processing on our Website.

As not every User's data is processed for every aforementioned purpose, IBA distinguishes between eight categories of users:

- Visitors of https://iba-worldwide.com/;
- Visitors of https://www.iba-industrial.com/;
- Visitors of https://www.iba-radiopharmasolutions.com/;
- Visitors of https://www.iba-careers.com/;
- Visitors of https://ibastore.iba-worldwide.com;
- Visitors of https://www.iba-protontherapy.com/;
- Newsletter subscribers;
- Webinar participants.

As soon as You access the IBA Website, some general information will be collected automatically. This data is stored in the so-called server log files and includes:

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

- Website from which access is made.

The collection and processing of these data are technically indispensable for the correct delivery of the Website contents You have requested. In order to provide us with relevant information on Your activity on the Website, such information is statistically evaluated by us in order to optimize Website presence as well as the underlying technology.

Visitors of https://iba-worldwide.com/

This section applies to (personal) data that IBA collects and processes when You visit the IBA Website and/or use their tools and plugins. In this section, "You" and "Your" refer to Visitors of https://iba-worldwide.com/.

The Website is hosted by Amazon Technologies Inc., in Frankfurt am Main, Germany.

Information we collect

Additionally to the general information, data is collected when You use one or more tools and plugins of the Website:

- IP address, unique ID and ClientID (by Google Analytics);
- Online behaviour and voice (by Hotjar, Kissmetrics, Facebook Pixel, Doofinder);
- URL, referrer, IP address, device and browser characteristics (by User Agent), and timestamp (by LinkedIn Insight Tag);
- User queries (by Doofinder).

Additional tools and plugins

Google Tag Manager

In order to monitor system stability and performance, Google Tag Manager may collect some aggregated data about tag firing. This data does not include user IP addresses or any user-specific identifiers that could be associated with a particular individual. Other than data in standard HTTP request logs, all of which is deleted within 14 days of being received, Google Tag Manager does not collect, retain, or share any information about visitors to our customers' properties, including page URLs visited. Tag Manager works seamlessly with Google and third-party tags.

For more information on terms of use and Google's privacy policy, please click here.

Google Analytics

IBA 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 analyse how You are using the 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 we have enabled IP address anonymization on our 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 plugin available here.

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 the Website. For more information on terms of use and Google's privacy policy, please click here.

Hotjar

Hotjar is a tool that reveals Your online behaviour and voice. By combining both Analysis and Feedback tools, Hotjar gives the picture of how to improve website user experience and performance/conversion rates through a clear visual explanation of the data.

It offers four complementary features:

- The Heatmaps, which highlights the hot spots on the Website, the ones You are focusing Your attention on;
- Device type identification, facilitating the analysis of Your preferences and behaviour on each type of device (mobile, pc, tablet, etc.);
- Recordings of recordings, allowing to view the movie of each session that took place on the Website;
- The feedbacks, polls and surveys, allowing us to directly ask You for Your feedback.

For further information, please read the privacy policy of Hotjar.

Facebook Pixel

A Facebook Pixel is a piece of code that IBA places on the Website. It collects data that helps to track conversions from Facebook ads, including website behaviour and cross-device activity, to optimise ads, build targeted audiences for future ads and remarket to people who have already taken some kind of action on the Website.

For more information, see Facebook's privacy policy as well as its personalisation and opt-out options.

LinkedIn Insight Tag

A LinkedIn Insight Tag is a piece of lightweight JavaScript code that IBA adds to the Website to enable in-depth campaign reporting and unlock valuable insights about You. IBA uses it to track conversions, retarget Website visitors, and unlock additional insights about members interacting with our ads.

The LinkedIn Insight Tag enables the collection of data regarding visits to the Website, including the URL, referrer, IP address, device and browser characteristics (User Agent), and timestamp. The IP addresses are truncated or hashed (when used for reaching members across devices), and direct identifiers are removed within seven days in order to make the data pseudonymous. The remaining pseudonymised data is then deleted within 180 days.

For more information, please read the [privacy policy of LinkedIn](#).

Kissmetrics

Kissmetrics is a person-based analytics product that helps to identify, understand, and improve the metrics that drive online business. Kissmetrics tracks every single time You visit the Website, even prior to You signing up. With that, IBA can attribute Your previously anonymous activity with Your activity post-signup. This allows us to understand where You come from, what You have done, and what ultimately has led You to become a visitor of our Website.

For more information, please read the [privacy policy of Kissmetrics](#).

Doofinder

Doofinder is a smart site search engine based on artificial intelligence that improves Your search experience. Doofinder displays results quickly so that You can find what You are looking for without leaving the homepage. Its smart technology is predictive, dynamic, fast, and intuitive. It also learns from Your behaviour. Doofinder is really easy to use, and it provides results much faster than other conventional search engines. Thanks to its NLP technology, it can understand what You are looking for by identifying synonyms and filtering out typos. It can also predict what they want to search and suggest the best results.

For more information, please read the [privacy policy of Doofinder](#).

Drupal

Drupal is a content management software. It is used to design many of the websites and applications. Drupal has great standard features, like easy content authoring, reliable performance, and excellent security. But what sets it apart is its flexibility; modularity is one of its core principles. Its tools help you build the versatile, structured content that dynamic web experiences need. The Drupal project is an open-source software. Anyone can download, use, work on, and share it with others. It is built on principles like collaboration, globalism, and innovation.

For more information, please read the [privacy policy of Drupal](#).

Visitors of https://www.iba-industrial.com/

This section applies to (personal) data that IBA collects and processes when You visit the IBA Website and/or use their tools and plugins. In this section, "You" and "Your" refer to Visitors of https://www.iba-industrial.com/.

The Website is hosted by OVH SAS in Roubaix, France.

Information we collect

Additionally to the general information, data is collected when You use one or more tools and plugins of the Website:

- IP addresses, unique IDs and ClientIDs (by Google Analytics)

Additional tools and plugins

Google Analytics

IBA 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 analyse how You are using the 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 we have enabled IP address anonymization on our 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 plugin available here.

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 the Website. For more information on terms of use and Google's privacy policy, please click here.

Drupal

Drupal is a content management software. It is used to design many of the websites and applications. Drupal has great standard features, like easy content authoring, reliable performance, and excellent security. But what sets it apart is its flexibility; modularity is one of its core principles. Its tools help you build the versatile, structured content that dynamic web experiences need.

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For more information, please read the privacy policy of Drupal.

Visitors of https://www.iba-radiopharmasolutions.com/

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The Website is hosted by Amazon Technologies Inc. in Newark, United States.

Information we collect

Additionally to the general information, data is collected when You use one or more tools and plugins of the Website:

- IP addresses, unique IDs and ClientIDs (by Google Analytics)
- Online behaviour and voice (by Hotjar, Kissmetrics, Facebook Pixel, Doofinder);
- Company name (by Pardot);
- Contact details (by Pardot);
- Account data (by Pardot);
- Marketing and Communication Preferences (by Pardot);
- Log data (by Pardot);
- Content of communication (by Contact form, Salesforce, Pardot);
- Email address (by Contact form, Salesforce, Pardot,);
- Name (by Salesforce, Pardot);
- Phone number (by Pardot, Salesforce).

Additional tools and plugins

Google Tag Manager

In order to monitor system stability and performance, Google Tag Manager may collect some aggregated data about tag firing. This data does not include user IP addresses or any user-specific identifiers that could be associated with a particular individual. Other than data in standard HTTP request logs, all of which is deleted within 14 days of being received, Google Tag Manager does not collect, retain, or share any information about visitors to our customers' properties, including page URLs visited. Tag Manager works seamlessly with Google and third-party tags.

For more information on terms of use and Google's privacy policy, please click here.

Google Analytics

IBA 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 analyse how You are using the 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 we have enabled IP address anonymization on our 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 plugin available here.

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 the Website. For more information on terms of use and Google's privacy policy, please click here.

Hotjar

Hotjar is a tool that reveals the online behaviour and voice of Visitors. By combining both Analysis and Feedback tools, Hotjar gives the picture of how to improve website user experience and performance/conversion rates through a clear visual explanation of the data.

It offers four complementary features:

- The Heatmaps, which highlights the hot spots on the Website, the ones You are focusing Your attention on;
- Device type identification, facilitating the analysis of Your preferences and behaviour on each type of device (mobile, pc, tablet, etc…);
- Recordings of recordings, allowing to view the movie of each session that took place on the Website;
- The feedbacks, polls and surveys, allowing us to directly ask You for Your feedback.

For further information, please read the privacy policy of Hotjar.

Pardot (SalesForce)

Pardot is a B2B marketing automation by Salesforce that enables us to identify prospective customers that are most likely to convert. It offers a marketing automation solution which is a tool that assists us in our marketing tasks, streamline workflows, and measure the outcomes of our campaigns. It can function as a central marketing database and help us create personalized, segmented, and timely marketing experiences for You. Through it, we can contact You in the right way, at the right time, for example, via:

- Analytics;
- Email;
- Social media;
- Sales;
- Advertising;

- Phone call data analysis.

For more information, please read the [privacy policy of Pardot](#).

Drupal

Drupal is a content management software. It is used to design many of the websites and applications. Drupal has great standard features, like easy content authoring, reliable performance, and excellent security. But what sets it apart is its flexibility; modularity is one of its core principles. Its tools help you build the versatile, structured content that dynamic web experiences need.

The Drupal project is an open-source software. Anyone can download, use, work on, and share it with others. It is built on principles like collaboration, globalism, and innovation.

For more information, please read the [privacy policy of Drupal](#).

Visitors of https://www.iba-careers.com/

This section applies to (personal) data that IBA collects and processes when You visit the IBA Website and/or use their tools and plugins. In this section, "You" and "Your" refer to Visitors of https://www.iba-careers.com/.

The Website is hosted by OVH SAS in Zaventem, Belgium.

Information we collect

Additionally to the general information, data is collected when You use one or more tools and plugins of the Website:

- IP addresses, unique IDs and ClientIDs (by Google Analytics)

Additional tools and plugins

Google Tag Manager

In order to monitor system stability and performance, Google Tag Manager may collect some aggregated data about tag firing. This data does not include user IP addresses or any user-specific identifiers that could be associated with a particular individual. Other than data in standard HTTP request logs, all of which is deleted within 14 days of being received, Google Tag Manager does not collect, retain, or share any information about visitors to our customers' properties, including page URLs visited. Tag Manager works seamlessly with Google and third-party tags.

For more information on terms of use and Google's privacy policy, please click [here](#).

Google Analytics

IBA 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 analyse

how You are using the 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 we have enabled IP address anonymization on our 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 plugin available here.

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 the Website. For more information on terms of use and Google's privacy policy, please click here.

Visitors of https://ibastore.iba-worldwide.com

This section applies to (personal) data that IBA collects and processes when You visit the IBA Website and/or use their tools and plugins. In this section, "You" and "Your" refer to Visitors of https://ibastore.iba-worldwide.com.

The Website is hosted by Salesforce.com in Frankfurt, Germany.

Information we collect

Additionally to the general information, data is collected when You use one or more tools and plugins of the Website:

- User profile (by Pardot);
- Account information (by Pardot);
- Delivery information (by Pardot);
- Purchase history (by Pardot).

Additional tools and plugins

Pardot (SalesForce)

Pardot is a B2B marketing automation by Salesforce that enables us to identify prospective customers that are most likely to convert. It offers a marketing automation solution which is a tool that assists us in our marketing tasks, streamline workflows, and measure the outcomes of our campaigns. It can function as a central marketing database and help us create personalized, segmented, and timely

marketing experiences for You. Through it, we can contact You in the right way, at the right time, for example, via:

- Analytics;
- Email;
- Social media;
- Sales;
- Advertising;
- Phone call data analysis.

For more information, please read the [privacy policy of Pardot](#).

Visitors of https://www.iba-protontherapy.com/

This section applies to (personal) data that IBA collects and processes when You visit the IBA Website and/or use their tools and plugins. In this section, "You" and "Your" refer to Visitors of https://www.iba-protontherapy.com/.

The Website is hosted by Amazon.com Inc. in Seattle, United States.

Information we collect

Additionally to the general information, data is collected when You use one or more tools and plugins of the Website:

- IP addresses, unique IDs and ClientIDs (by Google Analytics)
- Company name (by Pardot);
- Contact details (by Pardot);
- Account data (by Pardot);
- Marketing and Communication Preferences (by Pardot);
- Log data (by Pardot);
- Content of communication (by Contact form, Salesforce, Pardot);
- Email address (by Contact form, Salesforce, Pardot,);
- Name (by Salesforce, Pardot);
- Phone number (by Pardot, Salesforce).

Additional tools and plugins

Google Analytics

IBA 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 analyse how You are using the 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 we have enabled IP address anonymization on our 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 plugin available here.

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 the Website. For more information on terms of use and Google's privacy policy, please click here.

Pardot (SalesForce)

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- Analytics;
- Email;
- Social media;
- Sales;
- Advertising;
- Phone call data analysis.

For more information, please read the privacy policy of Pardot.

Drupal

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The Drupal project is an open-source software. Anyone can download, use, work on, and share it with others. It is built on principles like collaboration, globalism, and innovation.

For more information, please read the privacy policy of Drupal.

Newsletter subscribers

This section applies to (personal) data that IBA collects and processes when You subscribe to the IBA Newsletter. In this section, "You" and "Your" refer to Subscribers. 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).

Information we collect

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 Your wish to unsubscribe using the contact channels provided at the bottom of this page.

Additional tools and plugins

Mailchimp

IBA's newsletters are 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 click here. 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 (for example, 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.

Webinar participants

This section applies to (personal) data that IBA collects and processes when You visit the IBA Website and/or use their tools and plugins to subscribe to and participate in a webinar. In this section, "You" and "Your" refer to Visitors.

Information we collect

Additionally to the general information, data is collected when You aim to register to a webinar:

- Company name (by Pardot);
- Contact details (by Pardot);
- Account data (by Pardot);
- Marketing and Communication Preferences (by Pardot);

- Log data (by Pardot);
- Content of communication (by Contact form, Salesforce, Pardot);
- Email address (by Contact form, Salesforce, Pardot);
- Name (by Salesforce, Pardot);
- Phone number (Pardot, salesforce).

Additional tools and plugins

Pardot (SalesForce)

Pardot is a B2B marketing automation by Salesforce that enables us to identify prospective customers that are most likely to convert. It offers a marketing automation solution which is a tool that assists us in our marketing tasks, streamline workflows, and measure the outcomes of our campaigns. It can function as a central marketing database and help us create personalized, segmented, and timely marketing experiences for You. Through it, we can contact You in the right way, at the right time, for example, via:

- Analytics;
- Email;
- Social media;
- Sales;
- Advertising;
- Phone call data analysis.

For more information, please read the [privacy policy of Pardot](#).

3. Security, transfer of data, sharing and data retention

Security

IBA has a dedicated security team. Your personal data is secured by appropriate technical and organisational measures against unauthorised or unlawful handling, and against accidental loss, destruction or damage.

More concretely, data transfer from and to the 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 You making use of our contact forms, online store or applying for jobs. This data can be decrypted only by us. Furthermore, You can always resort to alternative communication channels (for example, paper mail).

Transfer of data

In our company we make sure that Your personal data is made available only to persons who actually need said data. When we transfer personal data to a third country, we ensure that such transfers are in compliance with applicable data protection laws.

In other words, the protection of Your rights and freedoms remains at the same level, even if Your personal data is processed elsewhere.

Sharing and data retention

The retention period for each of the cookies IBA uses (whether our own or on our behalf by third parties) is stated in the cookies panel that is opening when arriving on an IBA Website Cookie Table.

In case You are using specific services, available on the IBA Website, Your personal data will be retained for as long as necessary for the purpose it was collected or as required by law or contractual obligations. Please note that, due to numerous statutory retention periods, we may be obliged to store data for longer time. 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 Your personal data if we need to use certain data as evidence in legal disputes within the statutory periods of limitation.

IBA maintains a Data Retention Policy that details the retention period for each specific category of personal data. When we no longer need personal data, we securely delete or destroy it. Aggregated data, which cannot identify You (and is used for purposes of reporting and analysis) is maintained for as long as commercially necessary.

4. Children and sensitive data

Children

None of IBA's website services are intentionally directed at children under 16. IBA does not knowingly collect personal data from anyone under 16 years of age. If IBA learns upon collection that You are under 16, we will not use or maintain Your personal data. If we become aware that we have unknowingly collected personal data from a child under the age of 16, we will make reasonable efforts to delete such information from our records immediately.

Sensitive data

Sensitive data will be processed if it is manifestly made public by You. Otherwise, we do not aim to process sensitive data.

5. Your Rights

Each visitor of IBA's Website is entitled to certain rights concerning the processing of his or her personal data under the applicable data protection laws. That being said, You have the possibility to contact IBA and exercise Your rights. This means in particular:

- You can **request information** about the existence of the processing of Your personal data and details of the processing, such as:
  - the purposes of the processing;
  - the categories of personal data;
  - the recipients or categories of recipient to whom the personal data have been or will be disclosed;
  - the envisaged period of storing Your data;
  - the existence of further rights You have;

- o about appropriate safeguards, should Your personal data be transferred to a third country;
- o the existence of automated decision-making, including profiling, its functioning and its foreseen consequences.
- You can ask IBA to **rectify** inaccurate personal data or complete it, should it be incomplete;
- You can ask the erasure of Your personal data in certain cases (for example, the personal data is no longer necessary to be processed, You withdrew Your consent or personal data has been unlawfully processed);
- In certain circumstances, You may wish to **object to the processing** of Your personal data, to **restrict the processing** of Your personal data and/or to **request the portability** of Your personal data (i.e., transfer and/or extract);
- Whenever IBA collects and processes Your personal data based on Your consent, You are entitled to **withdraw Your consent** at any time. Withdrawing consent will only apply to the future and will not affect any prior processing of personal data. Also, it will not affect the processing of Your personal data based on grounds other than Your consent;
- If You believe IBA has not sufficiently addressed a complaint or concern raised with regard to Your personal data, You have the **right to lodge a complaint with a Supervisory Authority** about IBA's collection and processing of Your personal data. For more information, please contact the data protection authority in Your country (contact details for EU Supervisory Authorities are available here).

All requests to exercise any of the rights described above will be treated, and honoured whenever possible, in accordance with applicable data protection laws.

Such requests can be submitted to the following email address: data-protection@iba-group.com. Alternatively, You may use other channels, listed in Section 1.

The Data Protection Officer is responsible for ensuring that Your request is addressed and responded to. IBA undertakes to respond to You without undue delay and in any event within one month of receipt of Your request. Taking into account the potential complexity and number of the requests this deadline may be extended by an additional one month.

6. Cookies

Like any other website, IBA Website also uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the Website that the visitor accessed or visited. The information is used to optimize Your experience by customizing our web page content based on visitors' browser type and/or other information.

For more information on cookies, please read the IBA Website Cookie Policy.

To learn which cookies are used by an IBA Website, please see the cookies panel when arriving on an IBA Website.

7. Third Party Privacy Policies

IBA's Website Privacy Policy does not apply to other advertisers, websites, tools, plugins or cookies. Thus, we are advising You to read carefully the respective Data Protection Policies or Privacy Policies

of these third parties for more detailed information. It may include their practices and instructions about how to opt-out of certain options. Please see the relevant parts of Section 2 for the applicable third-party privacy policies.

You can choose to disable cookies through Your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

6. Updating this Policy

This Website Privacy Policy may be updated from time to time. IBA will place a prominent notice that will be visible to You. Furthermore, IBA will always show the date of the latest modification of the Website Privacy Policy at the top of the page so You can tell when it was last revised.

This Website Privacy Policy was last updated on 31 May 2022.