

# PRIVACY STATEMENT ARC FOR BUSINESS RELATIONS

## 1. What are personal data and how do we treat them?

Personal data are all information that allow to identify a person directly or indirectly. ARC is convinced of the fundamental importance of respecting the privacy of their business relations, of their website visitors and their co-workers.

Personal data are therefore handled and protected with the utmost care, in strict accordance with the requirements imposed by the legislation on the respect of privacy (1992.12.08) and the Regulation (EU) 2016/679 (2016.04.27) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.

MDR cvba Tribunestraat 14 1000 BRUSSEL (also acting with the commercial denomination ARC) is responsible for the treatment of the data.

## 2. What personal data of business relations do we collect?

Including personal data of employees of customers and suppliers, of salespersons, references, and of all other agencies and natural persons (private person, customer) that engage in a business relation with us.

The data that we collect are:

- name, address, phone number, e-mail address
- Mac address for devices with network card, if authorised
- IP address when visiting our website
- password if allowed by you
- bank account number
- copy IDcard (use loan device and reception of devices without identification document for the device)
- video images recorded while visiting our company

## 3. Why do we treat those personal data of business relations?

We treat these data in the context of our activities of hardware-repair and IT)support in order to assure:

- optimised service to the clients (establish quick contact with the client/owner of the device to specify the problem description of the device, collect missing info concerning the device to be repaired, execute operating and quality tests)
- smooth communication concerning the progress in the repair of your device
- timely and correct reimbursement (credit notes and reimbursement warranty loan device)
- timely and correct invoicing
- just follow-up of the use of the interactive services on our website (in the matters of devices concerned in fraud or theft)
- optimised security

Given that you can bring in at all times a device for repair or revien, we keep your personal data (see also section 4. What rights do you have.)

After our assignment or collaboration our obligation of secrecy persists.

If required for our activities, these data can be transmitted to the manufacturer of the device that we received for service. Personal data may be transferred outside the EU for this purpose. ARC has taken the necessary measures to ensure that all personal data transmitted is adequately protected, also those data on the device that are not subject of the data that ARC collects, treats or keeps because of her activities. In addition we have to respect as an Apple Channel Member all privacy laws and regulations and take all necessary precautions on administrative, technical and

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physical level to keep the personal data of the clients from loss, theft and abuse, non-authorized access, publication, modification and destruction.

Under no circumstances ARC uses this personal data for marketing or publicity reasons not directly nor indirectly. Nor does ARC transfer these data to third parties unless this is legally required and permitted.

## 4. What security measures do we take?

ARC takes the utmost care to optimally secure your personal data against unauthorized use through a number of physical, administrative and technological measures. Only a limited number of authorized persons have access to the data, those accesses are recorded, the collected data are kept and treated on our own servers, the co-workers concerned received necessary training.

## 5. What are your rights?

As a user/customer, you obviously have a number of rights relating to your personal data.

- Right of access and correction/rectification: you have the right to access all the personal data we collect about you. You can have any incorrect or incomplete data change or removed.
- Right to be forgotten (right to erasure): you are always entitled to have your details deleted from our database unless the data is required for the fulfilment of a contract or to comply with a legal requirement.
- Right to make a complaint: if you believe that we have illegally processed your data, you have the right to make a complaint to the Privacy Commission (Data Protection Authority).
- Right to withdraw permission: any user or visitor whose personal data is collected has the right at any time to withdraw permission given in the past to process this personal data.
- Right to appeal: you always have the right to appeal against the processing of your personal data if this is done without your permission, and when the processing does not have to be carried out on a different basis, such as the fulfilment of a contract or compliance with legal requirements.
- Right to restrict processing: you have the right to (temporarily) halt the processing of your personal data.
- Right to transfer data: under certain conditions, you have the right to obtain your personal data from us in a structured, accessible and digitally-readable form and to transfer this data to another processor.

If you wish to invoke these rights, the best way is to contact us by sending an email to [info@arcict.com](mailto:info@arcict.com) (please join a copy of your IDcard). We will respond to this as quickly as possible and within 30 days at most.

## 6. Modifications

ARC may at any moment make changes, additions or modifications with regard to its policy of respect for private life (Privacy Statement).

The latest version of the Privacy Statement is permanently accessible on the ARC website. This version was drafted in May 2018.