

Bringme PRIVACY POLICY

Below you can find on how we, Bringme, process your personal data and respect your privacy.

1. What categories of data do we collect?*

- i) Contact information;
- ii) Technical data: such as your IP address or your operating system when using the website or app;
- iii) Behaviour: the manner in which you use/handle our website, our e-mails or our app and the transactions that are a part of this;
- iv) When using the website: data that we have obtained from other sources;
- v) Invoicing and payment data, when amounts must be charged;
- vi) If you are a paying business customer, we may request data on your credit rates;
- vii) Your correspondence with us;
- viii) Other data that you share with us or submit via the app, such as your photo, comments that you add to your shipments, your addressee's address, etc.

2. How do we use your personal data?

2.1. When using Bringme and the Bringme Box

- i) To allow you to use the Bringme services (shipment, delivery, package exchanges, consulting your history, analysing your use, showing your name in the app and on the service console, etc.);
- ii) To prove which transactions have been carried out via Bringme;
- iii) To inform the renters/administrator/owners of the Bringme Box about the use of their Box (in the form of general statistics) and, in the case of a private Bringme Box, about which users have activated the Box;
- iv) To improve our products;
- v) To provide you with the appropriate support.

2.2. To communicate with you

- i) To communicate with you (e.g. when you ask us a question);
- ii) To provide you with (targeted) information on services and products (only if you are customer, based on legitimate interest, or if you request it, e.g. by subscribing to our newsletter). In any case, you can always opt out of receiving any more of these communications.

2.3. Website

- i) To improve, effectively present, and personalise our website;
- ii) To display (targeted) messages on our website;
- iii) To set up your web profile (not via the app) and thus ensure that we can offer you targeted promotions on our website;
- iv) We use the analytical services of third parties (such as Google Analytics) to evaluate your use of the website, create reports on the activity, collect demographic data, analyse performance data, and collect other data on our website and Internet usage. These third parties use cookies and other technology to help analyse the data and to provide the data to us. Please see our [Cookie Policy](#) for more info.

3. Legal basis for the processing of your data

We process your personal data in strict accordance with the applicable privacy legislation and on the basis of the following legal grounds:

- i) Performance of the agreement: we need to process some of your data to deliver our services or comply with our obligations. For example, we need your contact details to be able to deliver your parcels, your e-mail address to let you know that a parcel has arrived, the address of your addressee to be able to send a parcel and your invoicing data to be able to invoice (if you use a paid service).
- ii) Legal obligation: in some cases, we are legally obligated to process certain information about you, for example, when we have to send your invoices.
- iii) Legitimate interest: if you are a customer, user or more generally in an existing trade relationship with us, we will send you information and newsletters about our products based on a legitimate interest to do so. Unless you unsubscribe of course.
- iv) Consent: we may also process your data if we are given express consent, e.g. when you register for a newsletter or for certain (targeted) offers (direct marketing).

4. How do we collect your data?

- i) When using our website
- ii) When communicating with us
- iii) When using our services
- iv) When using the Bringme App

5. How do we protect your data?

- i) Reliable partners

We ensure that we only allow reliable partners to process your data, who provide us with the required written guarantees that they will process data in compliance with the requirements of this Privacy Policy and the privacy regulations.

- ii) Technical security measures

In terms of access (login requirements, password policy, role division, etc.), storage (encryption, backup, etc.), and protection against outside access (firewall, antiviral software, etc.) of the media on which personal data can be stored.

- iii) Organisational measures

This includes raising awareness among employees and service providers concerning the importance of privacy, the enforcement of policies, the continuous maintenance of a data register, compliance with a data policy, etc.

Despite the security measures that we take, it is important to know that the transfer of data via an Internet connection is never without risks and you must take the necessary precautions when you are connected with the Internet in order to protect yourself from viruses, malware, etc.

6. You have control over your data

- i) You are always entitled to know what data we have on you and how, where, and for how long it is processed;
- ii) You have a right to access and correct the data we have on you;
- iii) You can always unsubscribe (opt-out) from the mailings you receive;
- iv) You can request your data and transfer them to another party;
- v) You can exercise your 'right to be forgotten' or request that we suspend the processing of your data;
- vi) You can always refuse any form of
 - (1) direct marketing,
 - (2) profiling,
 - (3) automatic decision-making,and you can withdraw any permission you may have given in this regard.

We will comply with the abovementioned requests as soon as possible and within 30 days in any case, unless a shorter period is required by law.

We can reasonably limit the exercise of your rights, when said exercising could violate our rights or the rights of third parties.

7. Where do we process your data?

- i) Within the EU as much as possible.
- ii) Outside the EU when an appropriate level of protection is offered in conformance with the GDPR.

8. How long do we store your data?

We store your data for as long as necessary for the abovementioned purposes. Specifically, we will respect the following periods:

- i) Transaction data in the Bringme App is deleted after one year.
- ii) When you close your Bringme account, your data will be erased from our systems after 30 days, with the exception of the following data:
 - (1) data we need to prove compliance with our obligations (deleted after one year or after our obligation of proof is no longer required);
 - (2) when the deletion could violate the rights of third parties (such as transaction data).
- iii) If you have not used the Bringme App for over a year, your account will be closed (after a warning).
- iv) If you have not shown any reaction to our emails for a period of one year, then your data will be removed from this processing.
- v) Cookies: see our [Cookie Policy](#).

In other cases, the data will not be stored for any longer than is reasonably justifiable based on the reasons for their processing and the legitimate needs arising from this. These storage periods do not limit your right to be forgotten, as guaranteed by the privacy legislation.

9. Which third parties process your data?

For the following processing tasks, we collaborate with other companies that process your data but which are not allowed to use this data themselves:

- i) Hosting of our data, our app, and our website
- ii) Analysing our website
- iii) Emailing
- iv) Couriers, such as bpost, DHL, etc.

There are also companies that could process your data for their own purposes via third-party cookies. You can find more information in the [Cookie Policy](#).

10. Who are we?

Bringme (Ertberg cvba)
Bondgenotenlaan 138
3000 Leuven
VAT BE0403.551.672 (company register Leuven)
www.bringme.com

11. How can you reach us?

- i) Helpcenter

helpcenter@bringme.com
+32 78 35 36 60
contact form on the website

- ii) Our Data Protection Officer is:
Brahim Bénichou (BW-Legal)
privacy@bringme.com

12. We use cookies, pixels, and other tracking technologies

- i) To guarantee and improve the operation of our website;
- ii) To remember you;
- iii) To show you targeted publicity;
- iv) To let you share content from our website on social media;
- v) To analyse, improve, and personalise the use of our website;
- vi) Please see our [Cookie Policy](#) for more info.

13. You always have the right to submit a complaint concerning the use of your data

If you are of the opinion that we are not handling your data correctly, then we want to know what your objections are so that we can investigate these and rectify the situation.

You can always submit a complaint to the following bodies:

- i) The [Gegevensbeschermingsautoriteit](#) (Data Protection Authority) (Belgium)
- ii) The [Autoriteit Persoonsgegevens](#) (Personal Data Authority) (the Netherlands)
- iii) The [Commission nationale de protection des données](#) (Grand Duchy of Luxembourg)
- iv) The [Information Commissioner's Office](#) (the United Kingdom)

14. Terms and Conditions of Use for the Website

The use of our website is subject to our [Website disclaimer](#).
The use of Bringme is subject to the [Terms of Use](#).

15. Privacy legislation

This Privacy Policy must be read in such a way that it complies with the 'Privacy Regulations', including the applicable international, European (e.g. GDPR), and national legislation* and binding recommendations and regulations, as the case may be, issued by other (privacy) authorities.

If you are using this website while in the **United Kingdom, then the **Data Protection Act of 1998** is applicable; if you are using it while in **Belgium, the Netherlands, or the Grand Duchy of Luxembourg**, then the **respective national legislation** is applicable*

16. Modifications

This Privacy Policy can always be changed within the legally allowed limits. When this is the case, you will be informed in due time via email, in the app, and/or via a banner on the website.