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Colruyt Group nv Privacy Statement

1. General

We protect your data and respect your rights.

This Privacy Statement is issued by **Colruyt Group nv**, having its registered office at Edingensesteenweg 196, 1500 Halle and registered under company registration number 0400.378.485 RPR. When we speak of "Colruyt Group", "we" or "our", we also refer to Colruyt Group nv.

Personal data are important to us. We therefore seek to protect them as effectively as possible. When using your personal data, we take into account your legal rights.

On the Colruyt Group website you can (1) find a lot of information about Colruyt Group's activities, (2) subscribe to our communications (newsletters, surveys, market research, etc.) and (3) contact us on a variety of topics. When you subscribe to our communications or contact us yourself, we ask you to provide us with a number of personal data.

2. Which personal data do we collect and use?

We collect data that you provide to us yourself and information about visits to the website.

Data you provide to us

Part of the personal data that we use is information you communicated to us personally. For instance, when contacting us or when subscribing to our communications. These data include, among other things, your name and last name, (business) address, email address, telephone number, sex and language preference.

When you contact us or register for our communications for professional purposes, we also ask you for your position and the name of the company you work for. This allows us to send you targeted communications that fit your work environment.

Via the website

We collect technical data on every individual visiting our website(s). These for instance include the IP address, browser, device specifications and the external website that referred you to us.

In addition, we collect data on how every visitor uses the website. In this way we know, when people visit our website, how a web page is viewed, what precisely is clicked, which page the user is on when leaving the website, etc. These analyses allow us to improve the user-friendliness of our website or app. These data are also used to adapt the website to your personal preferences and interests.

Cookies allow us to build this knowledge based on different visits to our website. A cookie is a piece of information your browser stores for us and sends back to us at a later point in time - for example on a subsequent visit. More information about how we use cookies can be found in our cookie policy:

<https://www.colruytgroup.com/en/cookie-policy>

3. Why and on which basis do we collect your personal data?

We need your data to be able to offer you our services. We apply strict internal (communication) rules in this respect.

Performance of our services

When you contact us, we need your data to be able to provide our services.

Consent

When you subscribe to our communications, we process your data subject to your prior opt-in. These communications may include newsletters, surveys, market research, etc. You can unsubscribe at any time via the unsubscribe link at the bottom of each email.

4. Who has access to your personal data?

Colruyt Group is the only one who has access to your data and will not under any circumstances sell your data.

Colruyt Group employees have access to your data if they need it for the performance of their duties.

In addition, Colruyt Group may call on **other parties**, such as website operators, that will also need to gain access to (part of) your data to carry out their duties. All these parties are held to comply with this Privacy Statement and will never be authorised to use your personal data for purposes other than those described herein.

In some cases, **certain (public) bodies** are entitled to access or request part of your personal data. Naturally, we will cooperate in such cases.

However, Colruyt Group will never sell your data.

5. Where do we store your personal data?

We store your data in Belgium. Some service providers also use your data outside of Europe. Whatever the case, your personal data are processed securely and in compliance with the relevant legislation and the terms and conditions of this Privacy Statement.

Colruyt IT Consultancy India Pvt. Ltd., a subsidiary of Colruyt Group, provides support to Colruyt Group from India. They for instance assist in the development of new services or the expansion of existing apps and websites. Although your personal data are stored in Belgium, Colruyt IT Consultancy India may have access to them in order to perform their services.¹

Some other service providers that we work with use your data outside of the European Economic Area to provide you with a better, less expensive service. In that case, we take the necessary measures to ensure your personal data are processed securely in compliance with the relevant legislation and the terms and conditions of this Privacy Statement.

You can request a copy of the measures we have taken by contacting us via the contact details at the bottom of this Privacy Statement.

6. How long do we keep your personal data?

We will delete your personal data as soon as they are no longer relevant in the context of the activities organised by Colruyt Group.

We delete your personal data as soon as they are no longer needed for our services. You can ask to have your data deleted at any time.

7. How do we protect your personal data?

We make every effort to ensure optimal protection of your data. We can however never offer a full guarantee.

We store your personal data on highly secured and controlled computers. When we work with other parties, we require them to apply the same level of security. However, despite all our efforts, we can never fully guarantee the security and protection of your personal data.

¹In accordance with article 46, paragraph 2 of the General Data Protection Regulation, we have concluded a contract with Colruyt IT Consultancy India Pvt. Ltd. entailing standard data protection provisions in order to provide your data with the utmost protection outside of the European Union.

8. What are your rights as a data subject?

We always take into account your rights as provided by law. You can have incorrect data corrected, ask us not to use your data for direct marketing, etc.

The protection of your personal data is important to Colruyt Group. When using your personal data, we undertake to respect your rights as provided by law. That is why we list them below. You can contact us using the contact details at the bottom of this Privacy Statement to exercise these rights.

You can request an overview of the personal data we keep about you. You can ask us to correct erroneous data and to remove data that are no longer relevant.

You can have your data sent through to a third party.

You can ask us to limit the use of your personal data or you can object to the use of your personal data.

You can unsubscribe from our newsletter at any time using the unsubscribe link at the bottom of every email or by contacting us (see point 9).

9. How can you contact us?

If you have any further questions about how we handle your personal data or any complaints in this respect, contact our customer service or our data protection officer.

If you have any further questions or would like more information about how we handle your personal data, please contact our customer service. You can do so in three ways:

- Write a letter to: Colruyt Group nv, Edingensesteenweg 196, 1500 Halle
- Send an email via: info@colruytgroup.com
- Call us at +32(0)2 363 55 45.

Complaints about how your personal data are handled?

If you have complaints about the way we handle your personal data, you can contact our Data Protection Officer (DPO) at privacy@colruytgroup.com or +32 0 363 54 00.

If the DPO cannot help you sufficiently, you can always contact the competent authorities:

- The Data Protection authorities in Belgium
Drukpersstraat 35, 1000 Brussels, Belgium, +32 (0)2 274 48 35, contact@apd-gba.be, in case of questions or complaints.

10. Changes to this Privacy Statement

Stay informed of changes and regularly read this Privacy Statement.

Our services are constantly growing and evolving in order to keep offering the best possible service. We will therefore regularly update this Privacy Statement so that it always correctly explains how we handle your personal data. Although we do our best to bring amendments to your attention, we still

recommend you to read this Privacy Statement on a regular basis. It is indeed your responsibility to stay informed of amendments.

The Privacy Statement was updated last on 10/10/2023.

Privacy Statement Camera Surveillance Colruyt Group

1. General

We protect your data and respect your rights.

This privacy statement is issued by Colruyt Group nv, having its registered office at 1500 Halle, Edingensesteenweg 196, and registered under company registration number 0400.378.485 RPR (hereinafter referred to as "Colruyt Group", "we" or "us").

Personal data are very important to us. We therefore seek to protect them as effectively as possible. When using your personal data, we take into account your legal rights.

This privacy statement explains how Colruyt Group collects and manages personal data in the context of camera surveillance.

2. Which personal data do we collect and use?

We collect surveillance footage and audio recordings of calls to and from the emergency centre.

We use surveillance cameras to collect footage that shows people as well as a date, time and location. Calls to and from our emergency centre are recorded for security reasons to review them and take action in case of doubt. These recordings can also be used for training purposes.

3. Why and on which basis do we collect your personal data?

We need this footage and these audio recordings to ensure safety

The footage is recorded for the following purposes

- to protect the access to our buildings and grounds
- to guarantee the safety of customers and personnel
- to detect and identify potentially suspicious or dangerous behaviour that can cause accidents or incidents
- to identify the cause of an incident with the necessary accuracy
- to examine damage
- to protect goods and means

4. Who has access to your personal data?

Our security staff have access to the footage and audio recordings. In exceptional cases, external parties may also be granted access to these data.

Within Colruyt Group, only the security staff have access to the footage and audio recordings.

In addition, Colruyt Group can call on **other parties** who to that end are also granted access to the footage. All these parties are held to comply with this Privacy Statement and are not authorised to use your personal data for purposes other than those described herein.

If the footage is part of a damage claim, it can also be transmitted to our insurance company, insurance broker, lawyer, experts and parties involved in liability proceedings.

In some cases, **certain (government) authorities** are authorised to view or request the recorded images. Naturally, we will cooperate in such cases.

5. Where do we keep your personal data?

We keep your data in Belgium.

6. How long do we keep your personal data?

We remove the footage and audio recordings after 30 days.

The retention period for surveillance images is one month.

If these recorded images are used to prove a crime, prove damage or harm or identify an offender, a witness or a victim, the images may be kept longer.

7. How do we protect your personal data?

We make every effort to ensure optimal protection of your data. We can however never offer a full guarantee.

We store your personal data on highly secured and controlled computers. When we work with other parties, we require them to apply the same level of security. However, despite all our efforts, we can never fully guarantee the security and protection of your personal data.

8. What are your rights as a data subject?

We always take into account your rights as provided by law. You can have incorrect data corrected, ask us not to use your data for direct marketing, etc.

Colruyt Group attaches great importance to the protection of your personal data. When using your personal data, we undertake to respect your rights as provided by law. That is why we list them below.

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You can request an overview of the personal data we keep about you. You can ask us to correct erroneous data and to remove data that are no longer relevant.

You can ask us to limit the use of your personal data or you can object to the use of your personal data.

9. How can you contact us?

If you still have questions about how we handle your personal data or if you have any complaints in this respect, contact our customer service or our data protection officer.

If you have any further questions or would like more information about how we handle your personal data, please contact our customer service. You can do so in three ways:

- Write a letter to Colruyt Group nv, Edingensesteenweg 196, 1500 Halle
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