

# Our Privacy Policy

Updated 15.10.2020

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Our Company, FIB-Services International S.A., is registered in Luxembourg and has worldwide activities. Our Management is committed to protecting and respecting your data privacy. This privacy policy will explain how our Company uses the Personal data we collect from you when you use our website.

## Data Controller (Responsible)

FIB-Services International S.A., having seat at Rue de l'Industrie 20 – 8399 Windhof (LU) is the Data Controller.

Topics:

- ***What data do we collect?***
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- ***How will we use your data?***
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- ***Marketing***
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## What data do we collect?

Our Company may collect the following data from you:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, title, date of birth, gender, CV and employment details (FIBS or other employers) and in limited circumstances Identity Data of your dependents when provided by you.
- **Contact Data** includes, billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes, bank account and payment card details.
- **Transaction Data** includes, details about payments to and from you and other details of products and services you have purchased from us or details about products and services you have supplied to us, .
- **Technical Data includes**, internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your interests and preferences.

- **Usage Data** includes [information about your visit to our websites, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page].

### How do we collect your data?

We use different methods to collect data from and about you including through:

Direct interactions. You may give us your Identity, Contact and or Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our products or services;
- sell us your products or services;
- create an account or register your interest on our website;
- subscribe to our service or publications;
- request marketing information to be sent to you;
- register as a shareholder or director;
- receive benefits as an ex employee or a dependent of an ex employee;
- contact us in relation to human resources and recruitment purposes;
- contact us with a general enquiry or correspondence

Automated technologies or interactions. As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, and other similar technologies. Please see our cookie policy for further details.

Third parties or publicly available sources. We may receive personal data about you from various third parties and public sources as set out below:

- Technical Data from the following parties:
  - (a) analytics providers such as Google outside the EU;
  - (b) search information providers based inside or outside the EU;
  - (c) website management agencies based inside or outside the EU.
- Contact, Financial and Transaction Data from providers of technical, payment and delivery services based inside or outside the EU.
- Identity, Contact and Financial Data from benefit and shareholder service providers based inside or outside the EU
- Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

### How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account.
- Process with your enquiries
- Email you with special offers on other products and services we think you might like.
- Contact you for H&S issues / emergencies
- Where we need to perform the contract, we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- And others

If you agree, Our Company will share your data with our partner companies so that they may offer you their products and services.

- FIB-Services S.A – Rue des Azalées 3 – 7331 Baudour / BE
- FIBS-Trading S.A. – Rue des Azalées 3 – 7331 Baudour / BE
- FIBS-Loc S.A. – Rue des Azalées 3 – 7331 Baudour / BE

When Our Company processes your order, it may send your data to, and also use the resulting information from, credit references companies to prevent fraudulent purchases.

### **How do we store your data?**

Our Company securely stores your data at our servers located in our facilities in Luxembourg.

Our Company does not store any data in external servers and/or cloud.

Our Company will keep your data for 20 years. Once this time period has expired, we will delete your data.

### **Marketing**

Our Company would like to send you information about products and services of ours that we think you might like

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other members of the Our Company Group.

If you no longer wish to be contacted for marketing purposes, please send an email to [mail@fibs-international.lu](mailto:mail@fibs-international.lu)

### **What are your data protection rights?**

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- **The right to access** - You have the right to request Our Company for copies of your Personal data. We may charge you a small fee for this service.
- **The right to rectification** - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.
- **The right to erasure** - You have the right to request that Our Company erase your Personal data, under certain conditions.
- **The right to restrict Processing** - You have the right to request that Our Company restrict the Processing of your Personal data, under certain conditions.
- **The right to object to Processing** - You have the right to object to Our Company's Processing of your personal data, under certain conditions.
- **The right to data portability** - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [mail@fibs-international.lu](mailto:mail@fibs-international.lu) or call us at: +352 262 623 328

### **What are cookies?**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

### **How do we use cookies?**

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

### **What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

- **Functionality** - Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** - Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes never shares some aspects of this data with third parties for advertising purposes.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### **Privacy policies of other websites**

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### **Changes to our privacy policy**

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 15/04/2020

### **How to contact us**

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [mail@fibs-international.lu](mailto:mail@fibs-international.lu)

Call us: +352 262 62 328

Or write to us at: FIB-Services International S.A. / Att. To GDPR Resp / Rue de l'Indsutrie 20 – 8399 Windhof - Luxembourg

### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Commission Nationale pour la Protection des Données (CNPD), à L-4370 BELVAUX, 15, boulevard du Jazz – or your national authority.

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