

# Privacy Policy

We understand that your privacy is important to you and we strive to respect it. We want to reassure you immediately. Your personal data will not be communicated to third parties who would like to use them to offer you their own products or services. Below you can read in detail how we use your data.

We save your specific personal data only if this is necessary to meet our legal obligations and insofar as this is permitted by you or permitted by law.

## How do we collect your data?

Your data is collected when you register with one of our agencies and when you register on this website or app. In the latter case, your data is either collected directly from you when you register on our site, or app, or provided by Facebook when you choose to log in via your Facebook account.

## What data is collected and processed?

The data we collect and process about you are:

- Your identification data (your name, first name, date and place of birth, full address, National Register identification number, type of identity document, nationality and, if applicable, the use of a work permit),
- Your contact data (your e-mail address, telephone number, language and contact agency),
- Your information necessary for the payment of your remuneration (your bank account number),
- Your seniority and frequency of activity within our agencies as well as your documents necessary for the provision of our services (your availability, your skills, your curriculum vitae and covering letters, any notes taken during the recruitment interview, your diplomas and other certificates, if applicable the result of the driving licence test as well as your salary and salary slips, if applicable the results concerning your aptitude for work),
- Your choices related to the configuration of the site, or the app, (such as language or other global parameters) as well as the information ensuring the security of the website or the app (username, identification tokens).

## What do we use your data for?

The data provided on this website is stored for the performance of our HR services, including recruitment and selection, temporary employment, job placement and

outplacement. We also use your data to identify you when you use the site and to inform you.

In addition, we have a legitimate interest in securing and improving the functionality of our site. For this second purpose, we may use your data to conduct market research, satisfaction surveys and computer tests.

We only use cookies with your consent. These cookies are used to identify you through different browsing sessions. This allows you to stop entering your login details each time you access our site. To learn more about how we use browser cookies, please see our Cookies Policy.

The recipients of the data are mainly you and Human Support staff. The data may also be passed on to other legal or natural persons who process it in accordance with the conditions and purposes we submit to them. Our subcontractors only have access to the data they need to carry out their tasks. These tasks are reduced to the administrative and legal formalities to which we are subject.

Finally, we may transfer your personal data to the competent authorities in the context of imminent or pending legal proceedings. These third parties act as "data controllers" when carrying out such processing or other processing of personal data. For further information regarding such processing, we refer you to the privacy policy of such third parties that applies.

## **How long do we keep your data?**

We keep personal data only for the length of time required by law or for the specific purposes for which it is collected. In other words, we delete all data as soon as the purposes for which it is stored no longer apply to that data and as long as the minimum retention period required by law is reached.

## **How much control do you have over your data?**

We want you to remain in control of your personal data, which is why you can, at any time, without justification on your part and free of charge:

- Request access to the information we hold about you.
- Correct and, if necessary, have deleted the information we hold about you.
- Oppose the processing of your personal data carried out on the basis of our legitimate interest (securing and improving the functionalities of our site).
- Ask us to provide your personal data to you (or to a third party of your choice if this is technically possible), in a structured, commonly used and machine-readable format.

To do this you can send an email to the address [privacy@humansupports.be](mailto:privacy@humansupports.be) clearly expressing your request. We would like to inform you that if you decide to apply your right

to be forgotten (right to erasure), we will be obliged to cancel all services with you. If you still decide to work with us, you will have to re-register completely.

We would like to inform you that in the event of a complaint against us, it can also be made by e-mail to the following address [privacy@humansupports.be](mailto:privacy@humansupports.be). If you are not satisfied with our answer, you have the right to lodge a complaint with the competent control authority in Belgium: <https://www.autoriteprotectiondonnees.be/>

## **What about the security of your data?**

We are committed to taking all appropriate technical and organisational measures to protect your personal data against destruction, loss, inadvertent modification, deterioration or disclosure. Any person with business access to data is subject to a strict internal privacy policy.

## **Note to parents and minors**

For any student or temporary worker under the age of 18, parents may ask to see the personal information we have collected from their child(ren). Parents may also request that their children's information be deleted from our database and object to any further collection of information from us.

## **Who ensures the confidentiality and security of this data?**

You can contact us at the following address for any questions or to apply your rights: Customer Service, Boulevard André Delvaux 15-2/2, 7000 Mons, or by e-mail to [privacy@humansupports.be](mailto:privacy@humansupports.be).

We may need to modify this policy in order to ensure that it complies at all times with the evolution of our services and the legislation in force. If you continue to use our services after the effective date of any such change, you agree to the new policy. However, when these changes are important or require your consent, we will take the liberty of notifying you, in accordance with the conditions provided by law.