

Privacy Statement of Knoware sa/nv

1. “Knoware sa/nv” attaches great importance to the protection of privacy.

The personal data of the prospect, the license holder and the users having an authorized access to any system governed by Knoware sa/nv (together referred to as "data subjects") are processed by Knoware sa/nv, whose registered headquarter is located at Rue Boulvint 54, 1400 Nivelles in accordance with the Belgian Personal Data Protection Act and, as from its entry into force, the General Data Protection Regulation 2016/679 (hereafter GDPR).

The Data Protection Officer of Knoware sa/nv can be contacted by post at: Rue Boulvint 54, 1400 Nivelles and e-mail: privacy@knoware.be.

2. The following categories of personal data are processed by Knoware: Identification data, e-mail address, professional contact details.
3. Knoware collects your personal data mainly when:
 - You register to Knoware for yourself or a third person such as a member of your personnel by filling in the necessary documents;
 - You contact Knoware for information on our products and services;
 - You visit or use the various platforms and tools (web sites, social networks, e-mail, newsletters, service desk, etc.) that we make available to inform you or to contact us in order to request information;
 - You exercise a right set out as part of our contractual relationship;
 - A third party, authorized to do so, provides us with your personal data (professional providers, your employer as part of a license contract, etc.)
4. Personal data are processed for the following purposes:
 - 4.1. For the execution of the consulting and license contracts which covers in particular the provision of premises or system accesses, the provision of customer service, ticket management, management of contractual relations, issue, collection and verification of invoices, possible litigation, communication with Knoware staff (including by e-mail in the case of choice of electronic means of communication) and notification of a change in the license or privacy statement, including new purposes. Personal data related to the fulfillment of the precontractual obligations, deriving from the contractual relationship with the data subject, are also processed by Knoware.
 - 4.2. On basis of Knoware’s legitimate interest, with a view to:
 - Carry out computer tests;
 - Monitoring the quality of the service
 - Training staff;

- Monitoring and reporting;
 - Prevent abuse and fraud;
 - During the legal period;
 - To establish statistics of coded data, including big data;
 - Inform, independently of the means of communication, about the commercial actions, products and services of Knoware and of the group to which it belongs.
- 4.3. Based on the legal obligations applicable to Knoware with a view to Knoware's compliance.
- 4.4. As stated in point 9 of this document, the data subject has the right to withdraw his consent at any time, without affecting the lawfulness of the processing operations based on his consent before his withdrawal. It can also oppose other treatments.
5. Personal data are retained for the duration of the agreement with Knoware and thereafter until the expiry of the legal retention obligations, in particular tax and accounting obligations and until the end of contractual liability.
6. The data will, exclusively for what is necessary for the purposes indicated above, be communicated to the following third parties:
- Subcontractors located in the European Union or outside, responsible for processing operations defined by Knoware;
 - Banking and insurance institutions;
 - Postal, transport and delivery companies to allow a better routing of our mail;
 - Cloud infrastructure providers for the hosting;
7. Data may be processed in EU or non-EU countries where the European Commission considers that it does not guarantee an adequate level of protection of personal data. In this case Knoware, as controller, will take appropriate protective measures by means of standard contractual data protection clauses adopted by the Commission in accordance with Article 46(2) of the GDPR. These can be consulted at the controller's headquarters.
8. An information document on Knoware's personal data protection policy is available on knoware.be if you would like more information, on the data protection regulations in force, Knoware's data protection policy and your rights. This information document is a detailed version of this present privacy statement (privacy statement which is the only document binding Knoware)
9. Upon written request dated and signed in this way, and with proof of your identity, you can obtain from Knoware, free of charge if reasonable volume, the written communication of data, as well as, where appropriate, the withdrawal of your consent to the processing of your data concerning licenses, rectification, limitation of processing, deletion of data that are inaccurate, incomplete or irrelevant. If the processing is based on the performance of the contract or consent, you may exercise your right to the portability of the data.

If, at any time, you wish to exercise your rights with Knoware, you can send a letter (Rue Boulvint 54, 1400 Nivelles) or an e-mail (privacy@knoware.be) with proof of your identity.

Knoware will make every effort to detect and correct the problem.

If no action has been taken on the application 30 days after its submission, it shall be considered rejected. The President of the Court of First Instance will hear any application concerning these rights if the application has been rejected by Knoware.

In accordance with Article 77 of the GDPR, you may also address or lodge a complaint with the Commission for the Protection of Privacy (the Data Protection Authority as from 25 May 2018) at the following address: 1000 Brussels, Rue de la Presse, 35 (Tel. 32 2 274 48 00 - Fax + 32 2 274 48 35 - commission@privacycommission.be) or with the supervisory authority of the country of your habitual residence, for the exercise of your rights.