

Privacy & Cookie Policy Max Mobiel

This 'Privacy Policy' regulates the processing of your data by the non-profit organisation Max Mobiel, registered office at Botermarkt 1, Ghent and registered at the KBO (n° 0886.413.318), that is responsible for the processing of your personal data.

Please read this privacy policy carefully; it contains essential information about the processing of your personal data and the use of specific cookies. By visiting or using the website www.maxmobiel.be (hereafter 'the Website'); by using the 'Mbus'-app, by agreeing to Max Mobiel's terms and conditions and/or by contacting Max Mobiel you declare to have taken notice of this Privacy & Cookie Policy and that you explicitly agree to its content and the processing itself.

With this Privacy Policy Max Mobiel conforms itself to the European Regulation 2016/679 (April, 27th 2016) with regard to protection of personal data.

1. What personal data do we process?

The personal data that you share with us are the following:

- should you contact us by email or mobile phone: your personal data, i.e. your email address or telephone number;
- should you – as an employer – make an agreement with us: your billing data, the name of the company's contact; email address and telephone number;
- should you – as an employee – use our services: your name and first name, your telephone number, your email address, your address and postal code, your personal QR-code, your destination and – where applicable – your bank account number;
- should you – as a driver – make an agreement with us: your billing data, the name of the company's contact and name of the driver(s).

Data processing includes any processing of personal data, such as collecting, using, organizing, saving, altering, updating, retrieving, consulting, spreading, archiving, deleting, managing, destroying or conveying.

2. What is the purpose and legal basis of this processing?

Processing your personal data allows us to answer you by email or mobile phone, based on your consent to process your personal data.

Should you – as an employer or driver – make an agreement with us, we will process your personal data to implement this agreement, provide you with or get the service as agreed, for the purpose of invoicing.

Should you – as an employee – use our services, we will process your personal data in order to provide you with the required service and grant you access to the requested transportation.

We will not use the processed personal data for marketing purposes.

3. How do we safeguard your personal data?

Max Mobiel took sufficient technical and organisational measures in order to guarantee safe personal data processing. These measures coincide with the nature of the personal data and are proportionate to the possible severity of the

risks; the risk to accidental or unauthorised deletion, loss, alteration or access or any other unauthorised processing is reduced to the minimum.

Unfortunately not all risks can be avoided; should someone gain unauthorised access to Max Mobiel's IT-systems we will do our utmost to minimize the damage and or data theft and inform the parties involved.

4. Selling or conveying data to third parties

Max Mobiel will not sell your personal data, nor rent it out, distribute or put to the commercial use of third parties, except as indicated in this privacy policy, or based upon a legal obligation or upon your prior approval.

In some cases it may be so that Max Mobiel needs to reveal your personal data, i.e. when answering to a legal order or to comply with legal regulations. Max Mobiel will in all fairness and beforehand inform you about this, unless some or other legal regulations say otherwise.

Upon a total or partly reorganisation of Max Mobiel's activities, if Max Mobiel reorganises, conveys or stops its company's activities or when Max Mobiel goes bankrupt, it may be possible that your personal data are transferred to third parties taking over Max Mobiel's activities, partly or completely. Max Mobiel will in all fairness give you notice in advance with regard to revealing your data to third parties, but you should acknowledge that this is a technical and/or organisational *tour de force*, or – in some cases – not allowed, with regard to Max Mobiel's legal assignment.

Max Mobiel will also transfer some of your personal data to transport operators in order to provide you with the required service: your personal QR-code, your pick-up spot and your first name.

When using the Mbus-application, your booking data (personal data, trajectory and destination) will be transferred to the employer. Along with Max Mobiel, the employer should be regarded as the party responsible for processing your data. For any questions you might have concerning the processing of your personal data, please contact your employer.

5. Duration and processing

We keep your personal data for as long as we need to use the data to comply with the intended purpose and in function of the relation between Max Mobiel and yourself.

Should you – as an employee – use the Max Mobiel services or Application we will keep your booking info for two years after which will omit your personal data, in order to allow scientific research.

Should you – as an employer – terminate your agreement with Max Mobiel we will delete any personal data that you provided to your employees (login data) within two years.

6. Your rights

With regard to your personal data you do have some rights:

The right to access and perusal

You have the right to perusal of the personal data that Max Mobiel has collected; this means that you can ask us whether we collect personal data, what kind of data it is, what the purpose of the processing is and why, but also with what kind of third parties Max Mobiel possibly shares these data; should you wish to exercise your right to perusal than you should provide us with a proof of identity, i.e. a copy of your ID-card. You could use the maxmobiel@stad.gent - email address. Max Mobiel will process your question within 30 days.

Right to adapt, delete and limit

You have the right to have your personal data – should they be incomplete, wrong, outdated or inappropriate – altered or deleted. To do so, contact Max Mobiel's HQ. Max Mobiel will alter or delete the info within the legal terms. Max Mobiel asks you to actively report changes in your personal data in order to keep the data up to date.

Right to oppose data processing for direct marketing

You have the right to oppose the processing of your data for direct marketing purposes; please contact Max Mobiel via maxmobiel@stad.gent. Currently Max Mobiel is not using your data for direct marketing purposes.

Right to free data transmission

You have the right to obtain your personal data in a structured, common and machine-readable form and/or convey it to third parties.

Right to withdraw the consent

As far as the processing of the data is based on your approval you always have the right to withdraw that approval.

Exercising your approval

You can exercise your rights by contacting us, either by mail (maxmobiel@stad.gent), by letter to Max Mobiel, Botermarkt 1, 9000 Gent, by adding a copy of your ID-card.

Automatic decisions and profiling

The processing of your data does not contain profiling and will not be subjected to automated data processing

Right to file complaints

You have the right to file a complaint at de Gegevensbeschermingsautoriteit (Data Protection Authority), Drukpersstraat 35, 1000 Brussel, tel: +32(0)22744800, fax: +32(0)22744835 and email: contact@apd-gba.be

7. Safety and confidentiality

We have developed safety measures, technically and organisationally adapted to avoid loss, forgery, alteration, non-permitted access or notification by mistake to third parties and also any other non-authorized processing of this data.

Max Mobiel cannot – under any circumstance – be held responsible for any damage caused by wrong or unlawful use of data by a third party.

Please follow the safety instructions at all times. These include non-permitted access to the Website and the Mbus application. You are the sole responsible for any use of the Website on your computer, IP-address and your ID-data, and also the confidentiality thereof.

Access by third parties

In order to process your data, we grant our employees access to your personal data.

We guarantee a similar level of protection by making contractual obligations enforceable against these employees and appointees, which are similar to this Privacy Policy

8. Cookies

What are cookies?

A cookie is a small file sent by Max Mobiel's server and placed on the HD of your computer; the info on the cookie can only be read by us and only during the Website-visit.

Why do we use cookies?

Our website uses cookies and similar technologies to distinguish between you user preferences and those of other users; this helps us to offer you a better user experience and allows us to optimize our Website.

All Websites that focus on certain parts of the European Union are obligated to ask your permission for the use or the saving of non-functional cookies and similar technologies on your computers or mobile devices. This cookie policy gives you clear and complete info about the cookies we use and their purpose.

Kinds of cookies

Although there are many kinds of cookies, with different functionalities, origin and retention period, the law mainly distinguishes between functional or technically necessary cookies and all other cookies.

The Website www.mbus.be does not use cookies.

The Website www.maxmobiel.be uses the following cookies:

Necessary cookies

| Name | Origin | Type and purpose | Data Retention time |
|-----------|---------------|---------------------------------------|---------------------|
| PHPSESSID | Max-mobiel.be | HTTP – keeps track of session history | Duration |

Non-functional cookies – static

| Name | Origin | Type and Purpose | Data Retention Time |
|------|------------------|--|---------------------|
| _ga | Google Analytics | HTTP – collecting statistic data about the website use | 2 years |
| _gid | Google Analytics | HTTP – collecting statistic data about website use | 1 day |

Non-functional cookies – marketing and tracking

| | | | |
|---------|------------------|--|---------|
| Collect | Google Analytics | Pixel – used to send data to Google about the device and user browse behaviour | Session |
|---------|------------------|--|---------|

Non-functional cookies – preferences

| | | | |
|-------------------|------------------|--|---------|
| Frontend_language | Max-mobiel.be | HTTP – register language preference | 29 days |
| _gat | Google Analytics | HTTP – used by Google Analytics to speed up request pace | 1 year |

Upon your first visit to our Website you will be asked to accept our cookies; you can choose to accept all cookies or accept by category; at any time you can change our Website cookie preferences via the hyperlink beneath and withdraw your permission.

You can decline the cookie installation by choosing the pop-up 'reject cookies'.

You can also reject cookies or block them by changing the configuration parameters of your browser; switching off cookies might lead to less usability of the Website.

You can find more information about cookies at www.allaboutcookies.org.

You can find more information about online behavioural advertising and online privacy at www.youronlinechoices.eu.

10. Questions

Should you have any questions or should you require more info about our privacy policy, or should you have a complaint concerning your privacy, including the exercising of your rights? Please contact Max Mobiel.

Max Mobiel, Botermarkt 1, 9000 gent

Tel: 09 274 43 74

Email: maxmobiel@stad.gent