



PERSONAL DATA PROTECTION POLICY

Why a Personal Data Protection Policy?

Your privacy is a priority for FEBIAC (hereinafter referred to as “FEBIAC” or “we”/”us”). We are accordingly committed to respecting the personal data of our clients, prospects, members, political figures, journalists and online users (hereinafter referred to as “you”), to processing them with the utmost care and to ensuring the highest level of protection in accordance with Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter referred to as the “GDPR”) and with the applicable national legislation on the subject.

This policy may apply to you if you are:

- A client of our services;
- A potential client or prospect of our services;
- A user of our services;
- A political figure (member of a ministerial cabinet, minister, deputy, etc.);
- A member of our federation;
- A journalist, in particular one specializing in the field of automobiles or other types of vehicles and mobility;
- A person who has shown interest or participated in one of our training courses or conferences or an instructor in the automotive section;
- A number plate holder;
- An Internet user who has visited our website www.febiac.be and/or our website <http://www.febiac-academy.be/> and/or our website www.askoto.be

This policy informs you about:

- The personal data that we collect about you and the reasons why;
- How we use your personal data;
- Your rights to your personal data and how to exercise them.

A similar privacy policy exists for the processing of personal data in our other departments or activities which are not listed here. You can consult these on their respective websites:

- For the Motor Show, [here](#);
- And, more generally, for any event accessible to the public, [here](#);
- For the *Maison de l'automobile*, [here](#);
- Pour Moto.be and Start2Ride, [here](#), [here](#) and [here](#);

Last update: XX December 2021

Glossary of main legal terms used in this Policy:

Terms frequently used in this Policy	Definitions provided by the GDPR	Explanation of the terms in common language
Personal data	Any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;.	Any information relating to a natural person, i.e. an individual, identifiable directly or indirectly, as distinct from other persons. For example: a name, photo, fingerprint, e-mail address, telephone number, social security number, IP address, your navigation data on a website, data relating to an online purchase, etc.
Data Protection Officer	/	The Data Protection Officer (DPO) is responsible for, inter alia, compliance with the GDPR and the applicable national legislation as well as our policies and practices for managing your personal data in the company. He or she is also responsible for cooperating with the supervisory authorities. The DPO is your preferred point of contact for any queries regarding your personal data.
Processing	Any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;	Any use of personal data, irrespective of the process used (recording, organizing, storing, modifying, reconciling with other data, transmitting, etc. of personal data). For example: the use of your data for order management, delivery, sending newsletters, etc.
Controller	The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law;	The person, public authority, company or body that has control over your data and decides on any use thereof. It is said person, public authority, company or body that decides whether to create or delete a processing operation and determines why your data will be processed and to whom it will be transmitted. He, she or it is primarily responsible for ensuring that your data is protected.
Processor	A natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.	Any natural person or legal entity that carries out processing tasks on the instructions and under the responsibility of the controller.

Glossary of other terms used in this Policy:

Client	Any natural person (acting in a consumer or professional capacity) who is in a contractual relationship with us, in particular any person who has obtained an entry ticket to the show(s) or event(s) or any person expressing an interest in or wishing to gain access to an event organized by FEBIAC.
Prospect	A natural person (acting in a consumer or professional capacity) who may be interested in concluding a service contract with us.
User	User A natural person (acting in a consumer capacity) with whom we have already had at least one contractual relationship (including users of applications) as well as any online visitor to our websites.
Partner	Any natural person or legal entity that may be involved in co-organizing or facilitating our activity to organize the various services.
Statistical purposes	Any collection and processing of personal data necessary for statistical surveys or the production of statistical results. Statistical purposes entail that the result of the processing does not allow any identification of the persons whose information has been used.

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1. Who is responsible for the use of your data in your relationship with our services?

1.1. Controller

Your data controller is the non-profit association FEBIAC ASBL, having its registered office at 46, Boulevard de la Woluwe, Box 6, 1200 Brussels, registered with the Crossroads Bank for Enterprises (central business register) under number 0407.693.572. Any questions or requests concerning the processing of your Data can be sent to the following e-mail address: dataprivacy@febiac.be.

FEBIAC is the owner of the websites accessible at the following addresses (URL): <https://www.febiac.be/public/home.aspx>, <https://www.AskOto.be>. and <http://www.febiac-academy.be/> on which this Policy is hosted.

1.2. Appointment of an internal Data Protection Officer (DPO)

The FEBIAC Controller has appointed a data protection officer in the person of Jean-Philippe Letellier. He is in charge of the internal application of the rules for the protection and management of your data and for cooperation with the control authorities. Here are his contact details:

Mr Jean-Philippe Letellier
c/o j2p sprl
104 Wezembeeklaan
1950 Kraainem
Belgium

2. Why do we collect your personal data and on what bases do we do so?

We collect personal data about you for various reasons.

FEBIAC collects and uses your personal data to operate efficiently and to provide you with a better experience with our services.

You should also bear in mind that we can collect and use your personal data only if this use is based on one of the legal grounds determined by the GDPR (for example, your consent or the performance of a contract with us).

The tables below list precisely the purposes for which FEBIAC uses your personal data and the corresponding legal basis. These are the data processed in the Press and Communication, Training, Data Services departments respectively as well as any other processing relating to Clients, Prospects and Users.

For personal data processing activities carried out in our Federation:

FEBIAC processes your personal data and more specifically, for the following purposes:

Purposes of collecting your personal data	Legal basis for processing your personal data
<p>(1) Management of a file of contacts for the purpose of invitations to meetings organized by the Federation and information</p> <p><i>We bring our members together in working groups in order to develop and define common positions that we will defend before political interlocutors, but also to keep them abreast of (in particular legislative) developments that affect the automotive sector.</i></p> <p><i>To this end, we have set up a file of contacts to whom we send invitations to meetings.</i></p>	<p>The legitimate interest of FEBIAC as a federation of the Automobile and Motorcycle Industries is to process the personal data of its members in order to keep them informed about developments in the sector and the meetings it organizes (Article 6.1.f of the GDPR)</p> <p>The performance of a contract conclude with you, in this case a membership contract (Article 6.1.b).</p>
<p>2) Management of a file of contact persons for lobbying purposes</p> <p><i>We have compiled a file of contact persons (ministerial cabinet, ministers, MPs, etc.) for the purpose of sending invitations, contacts or disseminating the positions of FEBIAC and its members to political interlocutors</i></p>	<p>FEBIAC's legitimate interest in processing personal data for lobbying purposes where there is a relevant and appropriate relationship between FEBIAC and the political interlocutors and where in any event the political interlocutors can reasonably expect that the personal data will be processed for this purpose, at the time and in the context of the collection of the personal data (Article 6.1.f)</p>
<p>(3) Management of a file of contact persons for the purpose of organizing and inviting to events and seminars on mobility</p> <p><i>For example, we organize forums, events and seminars on mobility (such as the European Automotive Forum) for which we send invitations.</i></p>	<p>FEBIAC's legitimate interest in processing personal data for the purpose of invitations to mobility events and seminars where there is a relevant and appropriate relationship between FEBIAC and such persons and where such persons could in any event reasonably expect that such data would be processed for that purpose at the time and in the context of the collection of the personal data (Article 6.1.f)</p>
<p>(4) Dispute management</p>	<p>The performance of a contract with You (Article 6.1.b).</p> <p>We also have a legitimate interest in processing personal data for the purpose of defending our interests, including but not limited to litigation or legal proceedings (Article 6.1.f)</p>

For personal data processing activities carried out in our Press and Communication Department:

Purposes of collecting your personal data	Legal basis for processing your personal data
<p>(1) Sending press releases</p>	<p>FEBIAC's legitimate interest in processing the personal data of prospects in order to respond to their requests and expectations. (Article 6.1.f of the GDPR)</p>
<p>(2) Accreditation for one of our events</p>	<p>FEBIAC's legitimate interest in processing the personal data of journalists in order to provide them with the necessary accreditation for our events and to send them useful information regarding the organization thereof (Article 6.1.f)</p>
<p>(3) Sending invitations to one-off events such as the annual press conference</p>	<p>FEBIAC's legitimate interest in processing personal data for the purpose of invitations to events where there is a relevant and appropriate relationship between FEBIAC and such persons and where such persons can in any event reasonably expect that such data will be processed for that purpose at the time and in the context of the collection of the personal data (Article 6.1.f)</p>
<p>(4) Sending newsletters and files</p>	<p>FEBIAC has a legitimate interest in processing the personal data of its members in order to keep them informed of the activities of the federation to which they are affiliated (Article 6.1.f)</p>
<p>(5) Dispute management</p>	<p>We also have a legitimate interest in processing personal data in order to defend our interests, in particular but not exclusively in a dispute or legal action (Article 6.1.f)</p>

For the personal data processing activities carried out in our Training Department:

Purposes of collecting your personal data	Legal basis for processing your personal data
(1) Management and organization of training courses and conferences	FEBIAC's legitimate interest in processing your personal data for the purpose of organizing training courses and conferences and facilitating the performance of its contractual services (in particular for a training course which you attend) and the performance of the said contract (Article 6.1.f and b of the GDPR).
(2) Management of relations with trainers and lecturers	FEBIAC's legitimate interest in processing your personal data in order to facilitate the performance of its contractual services (in particular in the context of the organization of training courses and conferences) and the actual performance of said contract (Article 6.1.f and b).
(3) Marketing to our Clients and Prospects, namely: - <i>sending newsletters and brochures about the services offered and the training courses organized and:</i> - <i>sending of invitations to events and conferences</i>	FEBIAC has a legitimate interest in processing personal data of its Clients (Alumni) (including those obtained directly in a training course or through participation in a conference) with a view to promoting its services and training courses, these being similar to the services already provided (Article 6.1.f). Pursuant to Article XII.13(1) of the Economic Law Code and the Royal Decree of 4 April 2003, FEBIAC processes the personal data of Prospects (with the prior consent of the latter) in order to inform them about the various services offered and the training courses and conferences organized.
(4) Dispute management	The performance of a contract concluded with You (Article 6.1.b). We also have a legitimate interest in processing personal data in order to defend our interests, including but not limited to in a dispute or legal action (Article 6.1.f)
(5) Accounts management	We process the personal data of our clients for invoicing purposes. This processing is necessary to fulfil our legal obligations as defined by the VAT Code for tax and accounting matters (Article 6.1.c)

For personal data processing activities carried out in our Data services department:

As the Federation that represents the automotive sector in Belgium, FEBIAC has been designated as a partner in the operation of the Crossroads Bank for Vehicles (see Article 4 of the Royal Decree of 8 July 2013 implementing the Act of 19 May 2010 establishing the Crossroads Bank for Vehicles).

This is a database organized by law (see the Act of 19 May 2010 establishing the Crossroads Bank for Vehicles), the aim of which is to enable and facilitate the traceability of vehicles.

To this end, the legislation provides for the exchange of data between various services concerned (closely or remotely) with vehicles in the exercise of their public interest missions.

FEBIAC can have access to data via the Crossroads Bank for itself and its members, depending on the purpose to be achieved. The purposes for accessing the data, as laid down by law, are listed in the table below.

Guarantees, provided for by the Act govern these accesses and data transfers. For more information, cf. the Memorandum of Understanding which organizes the communication of data between the Crossroads Bank and FEBIAC and between FEBIAC and its members on the website of the FPS Mobility, [here](#).

Purposes of collecting your personal data	Legal basis for processing your personal data
<p>(1) Enable the compilation of global and anonymous statistics</p> <p><i>Description: provision of various types of information and statistics concerning the Belgian car market (monthly registration information and statistics, market research, brand loyalty rates, penetration per point of sale, CO2 emissions, etc.).</i></p>	<p>The processing is necessary to carry out a task in the public interest and for the purposes of the legitimate interests pursued by FEBIAC and/or its members to whom the data are transmitted (Article 6.1.e and 6.1.f of the GDPR).</p> <p>The basis for this processing is the Act of 19 May 2010 establishing the Crossroads Bank for Vehicles and the implementing Royal Decree thereof of 8 July 2013.</p>
<p>(2) Facilitating and supporting the development of an efficient mobility policy that respects safety and the environment (purpose 4 of the Memorandum of Understanding)</p>	<p>The processing is necessary to carry out a task in the public interest and for the purposes of the legitimate interests pursued by FEBIAC and/or its members to whom the data are transmitted (Article 6.1.e and 6.1.f of the GDPR).</p> <p>The basis for this processing is the Act of 19 May 2010 establishing the Crossroads Bank for Vehicles and the implementing Royal Decree thereof of 8 July 2013.</p>
<p>(3) Improve consumer protection (Goal 5 of the Memorandum of Understanding)</p> <p><i>Description: determination of the contractual warranty date and fight against contractual fraud, safety and environmental communications, protection of the privacy of owners/holders</i></p>	<p>The processing is necessary to carry out a task in the public interest and for the purposes of the legitimate interests pursued by FEBIAC and/or its members to whom the data are transmitted (Article 6.1.e and 6.1.f of the GDPR).</p> <p>The basis for this processing is the Act of 19 May 2010 establishing the Crossroads Bank for Vehicles and the implementing Royal Decree thereof of 8 July 2013.</p>
<p>(4) Dispute management</p>	<p>We also have a legitimate interest in processing personal data in order to defend our interests, including but not limited to in a dispute or legal action (Article 6.1.f)</p>

All other personal data processing activities relating to our users, clients and potential clients:

Purposes of collecting your personal data	Legal basis for processing your personal data
<p>(1) Management of the contractual or pre-contractual relationship with Clients and Prospects, such as:</p> <ul style="list-style-type: none"> • <i>processing of your personal data to respond to your requests and/or questions (in particular via the contact form on our website);</i> • <i>processing of your personal data to facilitate the performance of our contractual services (e.g. provision of a ticket to trade fairs or events)</i> 	<p>FEBIAC processes the data of its Clients or Prospects for the performance of the contract concluded or for pre-contractual measures (Article 6.1.b of the GDPR)</p>
<p>(2) Organization of public events (such as fairs, exhibitions, trade shows, etc.)</p>	<p>We have a legitimate interest in processing certain personal data of persons who go or wish to go - possibly by invitation - to our public events (Article 6.1.f).</p>
<p>(3) Management of incoming messages</p>	<p>We have a legitimate interest in processing the personal data of persons who contact us in order to respond appropriately (Article 6.1.f)</p>
<p>(4) Sending newsletter</p> <p>These newsletters inform you about content posted online as well as events organized by us or third parties in connection with this content. They are sent to you once you register.</p>	<p>This processing is based on the performance of a contract, in this case a subscription to the newsletter (Article 6.1.b)</p>
<p>(5) Marketing to our Clients and Prospects, namely:</p> <ul style="list-style-type: none"> • <i>sending newsletters about various public events organized by FEBIAC;</i> • <i>analysis of information obtained via the Chat bot;</i> • <i>sending requests to participate in satisfaction surveys and polls;</i> • <i>displaying FEBIAC advertisements on third party sites and applications, including social and advertising networks;</i> • <i>publication of photographs taken at our public events.</i> 	<p>We have a legitimate interest in processing the personal data of our Clients (including those obtained directly in the context of the sale of a ticket to participate in an event).</p> <p>This purpose is also based on FEBIAC's legitimate interest in collecting and processing data relating to online users of social networks about its publications. Such processing is carried out under the joint responsibility of FEBIAC and the social networks (Article 6.1.f).</p> <p>Pursuant to Article XII.13(1) of the Code of Economic Law and the Royal Decree of 4 April 2003, we process personal data relating to the electronic contact details of Prospects (with their prior consent) with a view to informing them of forthcoming public events of FEBIAC.</p>
<p>(6) Organization of games and competitions</p> <p><i>FEBIAC processes the data of participants in a competition so as to ensure the smooth running thereof, in particular in order to contact the winners and to award them their prize in an efficient and timely manner.</i></p>	<p>The performance of a contract concluded with you, in this case a contract for participation in a competition (Article 6.1.b)</p>
<p>(7) Dispute management</p>	<p>The performance of a contract concluded with You (Article 6.1.b).</p> <p>We also have a legitimate interest in processing personal data in order to defend our interests, including but not limited to in a dispute or legal action (Article 6.1.f)</p>
<p>(8) Statistics</p>	<p>We have a legitimate interest in processing the personal data of our Clients and Prospects in order to improve the websites and services offered as well as to gain a better understanding of the target audiences (Article 6.1.f)</p>
<p>(9) Acquisition of new clients targeted on the basis of their similarity to existing ones</p>	<p>We have a legitimate interest in asking third party service providers, including social networks or advertisers, to search among their clients or members for prospects targeted on the basis of their similarity to our Clients, in order to display FEBIAC's advertisements to them subject to appropriate safeguards (Article 6.1.f).</p>
<p>(10) Accounts Management</p>	<p>We process the personal data of our clients for invoicing purposes. This processing is necessary to fulfil our legal obligations as defined by the VAT Code for tax and accounting matters (Article 6.1.c)</p>

3. What personal data do we collect about you?

Below we itemize the personal data we collect about you, the reason why we collect them, as well as the methods we use to collect them (information directly provided by you, collected with your consent or collected by our computer systems).

For personal data processing activities carried out in our Federation:

Purpose of collection	Personal data collected	Direct or indirect collection of your personal data
(1) Management of a file of contact persons for the purpose of invitations to meetings organized by the Federation and for information purposes	<ul style="list-style-type: none"> • Identification data (surname, forename, job title, full address (of place of work and, exceptionally, of home address), business/private mobile phone number, business/private landline number, business fax number, business/private e-mail address). • Title • Other data category (history of positions and remits (e.g. former member of FEBIAC)). 	For this purpose, the data are collected directly from you
(2) Management of a file of contact persons for lobbying purposes	<ul style="list-style-type: none"> • Identification data (surname, forename, job title, full address (of place of work and, exceptionally, of home address), business/private mobile phone number, business/private landline number, business fax number, business/private e-mail address). • Title • Other data category (history of positions and remits) 	For this purpose, the data are collected directly from you or obtained from your website
(3) Management of a file of contact persons for the purpose of organizing and inviting to events and seminars on mobility	<ul style="list-style-type: none"> • Identification data (surname, forename, job title, full address (of place of work and, exceptionally, of home address), business/private mobile phone number, business/private landline number, business fax number, business/private e-mail address). • Title • Other data category (history of positions and remits (e.g. former member of FEB)). 	For this purpose, the data are collected directly from you
(4) Dispute management	<ul style="list-style-type: none"> • Personal identification data; • Financial data; • Any other information relevant to the relationship with the data subject • Any other information arising out of a dispute or litigation concerning the data subject 	For this purpose, data are collected directly from you, obtained from your website or indirectly from a third party

For the personal data processing activities carried out in our Press and Communication Department:

Purpose of collection	Personal data collected	Direct or indirect collection of your personal data
(1) Sending press releases	<ul style="list-style-type: none"> • Personal identification data (Name, title, position, private and/or professional address, e-mail, private and/or professional telephone number, title, etc.). • Other data category (press card number). 	For this purpose, the data are collected directly from you
(2) Accreditation for one of our shows or events	<ul style="list-style-type: none"> • Personal identification data. • Image recordings (profile photo) • Other data category (website of the media for which the journalist works, press card number, language, time when the request was made, national territory or otherwise, sector (sector, (radio, tv, photograph, etc.)). 	For this purpose, the data are collected directly from you
(3) Sending invitations to one-off events such as the annual press conference to present the next show	<ul style="list-style-type: none"> • Personal identification data • Other data category (press card number) 	For this purpose, the data are collected directly from you
(4) Sending newsletters and files	<ul style="list-style-type: none"> • Personal identification data (nom, e-mail, etc.). • Other data category (press card number, registration date). 	For this purpose, the data are collected directly from you
(5) Dispute management	<ul style="list-style-type: none"> • Personal identification data; • Financial data; • Any other information relevant to the relationship with the data subject • Any other information arising out of a dispute or litigation concerning the data subject 	For this purpose, the data are collected directly from you or indirectly from a third part

For personal data processing activities carried out in our Training Department:

Purpose of collection	Personal data collected	Direct or indirect collection of your personal data
(1) Management and organization of training courses and conferences	<ul style="list-style-type: none"> • Personal identification data ((Surname and forename, date and place of birth, business address, mobile phone, business e-mail, business telephone number, VAT number, signature, title, etc.) • Other (Name of company you work for) 	For this purpose, the data are collected directly from you
(2) Management of relations with trainers and lecturers	<ul style="list-style-type: none"> • Personal identification data (Surname and forename, date of birth, business address, mobile phone, business e-mail, business telephone number, etc.) • Other (Name of company you work for) 	For this purpose, the data are collected directly from you
(3) Marketing to our Clients and Prospects	<ul style="list-style-type: none"> • Personal identification data (Surname and forename, (Date and place of birth (for participants and Alumni), title/position (manager, instructors, worship leader), business address, mobile telephone, business e-mail (at times private for instructors), business telephone number, VAT number (for partners and Alumni), etc.); • Other (Company name/school where you work). 	For this purpose, the data are collected directly from you or to whom the transmission of your data to FEBIAC can be reasonably assumed.
(4) Dispute management	<ul style="list-style-type: none"> • Personal identification data; • Financial data; • Any other information relevant to the relationship with the data subject • Any other information arising out of a dispute or litigation concerning the data subject 	For this purpose, the data are collected directly from you or indirectly from a third party.

For personal data processing activities carried out in our Data services department:

Purpose of collection	Personal data collected	Direct or indirect collection of your personal data
(1) Enable the establishment of global and anonymous statistics	For more details on the data transmitted/accessible to FEBIAC via the Crossroads Bank, please consult Annex 2 of the Memorandum of Understanding posted on the FPS Mobility website available here .	For this purpose, the data are collected indirectly via the management service of the Crossroads Bank for Vehicles
(2) Facilitate and support the development of an efficient mobility policy that respects safety and the environment	For more details on the data transmitted/accessible to FEBIAC via the Crossroads Bank, please consult Annex 2 of the Memorandum of Understanding posted on the FPS Mobility website available here .	For this purpose, the data are collected indirectly via the management service of the Crossroads Bank for Vehicles
(3) Improve consumer protection	For more details on the data transmitted/accessible to FEBIAC via the Crossroads Bank, please consult Annex 2 of the Memorandum of Understanding posted on the FPS Mobility website available here .	For this purpose, the data are collected indirectly via the management service of the Crossroads Bank for Vehicles

All other personal data processing activities relating to our users, clients and potential clients:

Purpose of collection	Personal data collected	Direct or indirect collection of your personal data
(1) Management of the contractual and pre-contractual relationship with Clients and Prospects	<ul style="list-style-type: none"> • Personal identification data (surname, forename, company name and VAT number where applicable, postal address, e-mail, telephone number, language, gender, etc.) • Where applicable: Data relating to the purchase of admission ticket(s) 	For this purpose, the data are collected directly from you or indirectly from a third party or to whom the transmission of your data to FEBIAC can be reasonably assumed.
(2) Organization of public events	<ul style="list-style-type: none"> • Personal identification data (surname, forename, company name and VAT number where applicable, postal address, e-mail, telephone number, language, gender, etc.) • Where applicable: Data relating to the purchase of admission ticket(s) 	For this purpose, the data are collected directly from you or indirectly from a third party or to whom the transmission of your data to FEBIAC can be reasonably assumed.
(3) Management of incoming messages	<ul style="list-style-type: none"> • Personal identification data (e.g. e-mail and/or personal information sent by the person making contact) 	For this purpose, the data are collected directly from you
(4) Sending Newsletter	<ul style="list-style-type: none"> • Personal identification data (surname, forename, postal address, e-mail, language, gender) • Registration date 	For this purpose, the data are collected directly from you
(5) Marketing to our Clients and Prospects	<ul style="list-style-type: none"> • Personal identification data (surname, forename, postal address, e-mail, telephone number, language, gender, year of birth, your country, photograph(s), etc.) • Electronic identification data (IP address, cookies, connection records) • Where applicable: Data relating to the purchase of admission ticket(s) 	For this purpose, the data are collected directly from you or indirectly from a third party or to whom the transmission of your data to FEBIAC can be reasonably assumed.
(6) Organization of games and competitions	<ul style="list-style-type: none"> • Personal identification data (Surname, forename, postal address, e-mail, telephone number, year of birth) 	For this purpose, the data are collected directly from you.
(7) Dispute management	<ul style="list-style-type: none"> • Personal identification data • Financial data • Any other information relevant to the relationship with the data subject • Any other information arising out of a dispute or litigation concerning the data subject 	For this purpose, the data are collected directly from you or indirectly from a third party.
(8) Statistics	<ul style="list-style-type: none"> • Personal identification data (surname, forename, postal address, e-mail, telephone number, language, gender, year of birth, your country) • Electronic identification data (IP address, cookies, connection records). • Where applicable: Data relating to the purchase of admission ticket(s) • For application users, vehicle data, travel data 	For this purpose, the data are collected directly from you or indirectly from a third party or to whom the transmission of your data to FEBIAC can be reasonably assumed.
(9) Acquisition of new clients targeted on the basis of their similarity to existing ones	<ul style="list-style-type: none"> • Personal identification data; • Hobbies and interests; • Electronic identification data. 	For this purpose, data are collected from a third party (e.g. social networks).
(10) Accounts management	<ul style="list-style-type: none"> • Personal identification data; • Financial data. 	For this purpose, the data are collected directly from you.

4. With whom do we share your personal data?

We may share your personal data in the course of our activities. Needless to say, we always do this in a way that ensures the best possible protection of your personal data.

4.1. Sharing your personal data with our service providers, partners, members and/or processors

Our service providers, partners, members and/or processors may have access to your personal data for the processing operations they carry out. Their location and the reason for sharing are provided below.

For personal data processing activities carried out in our Federation:

Location of service providers, partners and/or processors	Reason for sharing your personal data
Belgium	Development and management of online media (websites, newsletters and social media management)
Belgium	Infrastructure and systems maintenance
Belgium	Hosting of websites for trade shows and/or events
Belgium	Application maintenance

For personal data processing activities carried out in our Press and Communication department:

Location of service providers, partners and/or processors	Reason for sharing your personal data
Belgium	Development and management of online media (websites, newsletters and social media management)
Belgium	Infrastructure and systems maintenance
Belgium	Hosting of websites for trade shows and/or events
Belgium	Application maintenance

For personal data processing activities carried out in our Training department:

Location of service providers, partners and/or processors	Reason for sharing your personal data
Belgium	Development and management of online media (websites, newsletters and social media management)
Belgium	Infrastructure and systems maintenance
Belgium	Hosting of websites for trade shows and/or events
Belgium	Application maintenance

For personal data processing activities carried out in our Data services department:

Location of service providers, partners and/or processors	Reason for sharing your personal data
Belgium	Hosting of websites for trade shows and/or events

All other personal data processing activities relating to our users, clients and potential clients:

Location of service providers, partners and/or processors	Reason for sharing your personal data
Belgium and France	Development and management of online media (websites, newsletters and social media management)
Belgium	Infrastructure and systems maintenance
Belgium	Hosting of websites for trade shows and/or events
Belgium	Application maintenance
Luxembourg	Data processing and data contextualization
United States, EU	Social networks and Social Network Strategy optimization solution providers
Belgium	Providers of online games and competitions
Belgium	Survey platform service providers
Advertising networks	Belgium

4.2. With public authorities, in response to legal requests, including to meet national security, public health or law enforcement requirements.

4.3. We may share your personal data with the buyers or sellers **in the course of a transaction** such as a merger, acquisition, consolidation or sale of assets.

4a Do we use your personal data?

We do not share your data with business partners who wish to offer you products and services.

5. How long do we keep your personal data?

FEBIAC has laid down precise rules concerning the time we keep your personal data. This period varies depending on the different purposes and must take into account possible legal obligations to keep some of your data.

For personal data processing activities carried out in our Federation:

Reason for collection	Period of retention
(1) Management of a file of contacts for the purpose of invitations to meetings organized by the Federation and information	The data are kept until it is known that they are no longer of interest for the activities of FEBIAC
(2) Management of a file of contact persons for lobbying purposes	The data are kept until it is known that they are no longer of interest for the activities of FEBIAC
(3) Management of a file of contact persons for the purpose of organizing and inviting to events and seminars on mobility	The data are kept until it is known that they are no longer of interest for the activities of FEBIAC
(4) Dispute management	The data are kept for 10 years as of the end of the dispute.

For personal data processing activities carried out in our Press and Communication department:

Reason for collection	Period of retention
(1) Sending press releases	The data are kept until it is known that the professional activity has come to an end
(2) Accreditation for one of our shows or events	The data are kept until it is known that the professional activity has come to an end
(3) Sending invitations to one-off events	The data are kept until it is known that the professional activity has come to an end
(4) Sending newsletters and files	The data are kept for 3 years from the last action/reaction by the member
(5) Dispute management	The data are kept for 10 years as of the end of the dispute.

For personal data processing activities carried out in our Training department:

Reason for collection	Period of retention
(1) Management and organization of training courses and conferences	The period of retention is 10 years as of the end of the end of the contract
(2) Management of relations with trainers and lecturers	The period of retention is 10 years as of the end of the end of the contract
(3) Marketing to our Clients and Prospects, namely:	The data are kept for 3 years from the last action/reaction by the data subject
(4) Dispute management	The data are kept for 10 years as of the end of the dispute.
(5) Accounts management	The data are kept for 10 years as of the end of the dispute.

For personal data processing activities carried out in our Data services department:

Reason for collection	Period of retention
(1) Statistics	The data are deleted permanently after a period of 5 years as of the date on which the deletion takes effect at the DIV [vehicle registration service].
(2) Mobility policy development (efficiency, safety and environment)	The data are deleted permanently after a period of 5 years as of the date on which the deletion takes effect at the DIV [vehicle registration service].
(3) Consumer protection	The data are deleted permanently after a period of 5 years as of the date on which the deletion takes effect at the DIV [vehicle registration service].
(4) Dispute management	The data are kept for 10 years as of the end of the dispute.

All other personal data processing activities relating to our users, clients and potential clients:

Reason for collection	Period of retention
(1) Management of the contractual and pre-contractual relationship with Clients and Prospects	The period of retention is 10 years as of the end of the end of the contract
(2) Organization of public events	The period of retention is 10 years as of the end of the end of the contract
(3) Organization of incoming messages	The data are kept for the time necessary to respond to the request and are then deleted.
(4) Sending Newsletter	The data are kept until the end of the contractual relationship. Unsubscribing from the newsletter terminates the contractual relationship.
(5) Marketing to our Clients and Prospects	The period of retention is 4 years as of the last action/reaction by the data subject For data relating to the social networks, you are kindly requested to consult the policy of the social network concerned.
(6) Organization of games and competitions	The period of retention is 10 years as of the end of the game or competition.
(7) Dispute management	The data are kept for 10 years as of the end of the dispute.
(8) Statistics	The period of retention is 4 years as of the last action/reaction by the data subject
(9) Acquisition of new clients targeted on the basis of their similarity to existing ones	The data are kept for the time necessary for the process to create similar audiences, and are then deleted.
(10) Accounts management	The data are kept for 10 years as of the end of the dispute.

6. What rights do you have to your personal data and how can you exercise them?

We want to inform you as clearly as possible about your rights to your personal data. We also want to make it easy for you to exercise said rights.

A summary of your rights is provided below together with a description of how to exercise them.

• Right of access

You can ask us to access all of the following information about:

- The categories of personal data we collect about you;
- The purposes for which we use them;
- The categories of persons to whom your personal data have been or will be disclosed and in particular those outside the European Economic Area;
- The period of retention of your personal data kept on our systems;
- Your right to ask us to correct or delete your personal data or to limit the use thereof and the right to object to such use;
- Your right to lodge a complaint with a European data protection authority;
- Information about the source of your personal data when we have not collected them directly from you;
- How your personal data are protected when they are transferred to countries outside the European Economic Area.

How to exercise your right of access

All you have to do is simply contact us by e-mail at dataprivacy@febiac.be, avec with the subject "right of access: personal data", and attach a copy of the front of your identity card to your e-mail plus a brief description of the information you wish to access. Unless you specify otherwise, you will receive the requested information in electronic format free of charge within 1 month of receipt of your request, or within 2 months in the case of a request requiring extensive research.

If you do not manage to access your information by e-mail, you can send your request by post to the address below:

46, Boulevard de la Woluwe, Box 6, 1200 Brussels.

A written request must be duly signed and accompanied by a copy of the front of your identity card. It must specify the address to which the reply should be sent. A reply will be sent to you within one month of receipt of the request, or within two months in the event of a request requiring in-depth research or if FEBIAC receives too many requests.

• Right to rectification

You can ask FEBIAC to correct and/or update your personal data.

How to exercise your right to rectification

Simply send us an e-mail to dataprivacy@febiac.be indicating your surname, forename and in the subject "right to rectification: personal data" together with a copy of the front of your identity card.

Don't forget to indicate the reason for your request in the body of your e-mail: the rectification of inaccurate information, and the information to be modified, with proof of the correct information if you have it.

You can also exercise this right by sending a letter to the following address: 46, Boulevard de la Woluwe, Box 6, 1200 Brussels. Your written request must be duly signed and accompanied by a copy of the front of your identity card. It must specify the address to which the reply should be sent. A reply will be sent to you within one month of receipt of the request, or within two months in the event of a request requiring in-depth research or if FEBIAC receives too many requests.

Right to erasure

You can also contact us at any time to ask us to delete the personal data we process about you, if you find yourself in one of the following cases:

- Your personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- You have withdrawn your consent to the processing of your personal data by FEBIAC;
- For your own reasons, you consider that one of the processing operations in question infringes your privacy and causes you undue harm;
- You no longer wish to receive commercial solicitations from us;
- Your personal data are not processed in accordance with the GDPR and Belgian and Luxembourg law;
- Your personal data must be deleted in order to comply with a legal obligation under European Union law or under national law to which FEBIAC is subject;
- Your personal data were collected in the offer of a website addressed to children.

How to exercise your right to erasure

Simply send an e-mail to dataprivacy@febiac.be, indicating your surname, forename and in the subject “right to erasure: personal data” and attach a copy of the front of your identity card. Do not forget to indicate the reason for the erasure in the body of your e-mail (for example, the erasure of your data when you have withdrawn the consent on which the processing is based).

You can also exercise this right by sending a letter to the following address: 46, Boulevard de la Woluwe, Box 6, 1200 Brussels. Your written request must be duly signed and accompanied by a copy of the front of your identity card. It must specify the address to which the reply should be sent. A reply will be sent to you within one month of receipt of the request, or within two months in the event of a request requiring in-depth research or if FEBIAC receives too many requests.

We might not be able to grant your request for the right to be forgotten, however. We should bear in mind that this right is not absolute, in fact. We have to balance it with other important rights or values, such as freedom of expression, compliance with a legal obligation to which we are subject or important public interest reasons.

Right to digital oblivion

Our website may contain personal data about you. If you no longer wish to have your personal data displayed on our website, you can ask us to delete it if any of the following cases apply to you:

- Your personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- You have withdrawn your consent to the processing of your personal data by FEBIAC;
- For your own reasons, you consider that one of the processing operations in question infringes your privacy and causes you undue harm;
- You no longer wish to receive commercial solicitations from us;
- Your personal data are not processed in accordance with the GDPR and Belgian and Luxembourg law;
- Your personal data must be deleted in order to comply with a legal obligation under European Union law or under national law to which FEBIAC is subject;
- Your personal data were collected in the offer of a website addressed to children.

We are also required to take reasonable measures to inform other companies (data controllers) who process the personal data for which you have requested deletion of any links to, or copies of, the personal data.

How to exercise your right to oblivion

To have information about you deleted from our website, simply send an e-mail to dataprivacy@febiac.be indicating your surname, forename and in the subject line “right to digital oblivion: personal data” and attach a copy of the front of your identity card. Do not forget to indicate the reason for your request in the body of your e-mail, as well as the precise address (URL) of the page concerned.

You can also exercise this right by sending a letter to the following address: 46, Boulevard de la Woluwe, Box 6, 1200 Brussels. Your written request must be duly signed and accompanied by a copy of the front of your identity card. It must specify the address to which the reply should be sent. A reply will be sent to you within one month of receipt of the request, or within two months in the event of a request requiring in-depth research or if FEBIAC receives too many requests.

We might not be able to grant your request for the right to be forgotten, however. We should bear in mind that this right is not absolute, in fact. We have to balance it with other important rights or values, such as freedom of expression, compliance with a legal obligation to which we are subject or important public interest reasons.

Right to object

- You may object to the use of your personal data for commercial solicitations, particularly for advertising purposes;
- You have the right to object to our processing of your personal data if, for any reason, you consider that such processing infringes your privacy and causes you undue harm.

Under no circumstances can you prevent us from processing your data:

- the processing is necessary for the conclusion or performance of your contract;
- the processing has been imposed by law or regulation. This is the case, for example, if you move to another municipality;
- the processing is necessary to establish, exercise or defend legal claims.

How to exercise your right to object?

Simply send an e-mail to dataprivacy@febiac.be with the subject "right to object: personal data" and attach a copy of the front of your identity card.

It is important to indicate the reasons for your request to object.

You can also exercise this right by sending us a letter to the following address: 46, Boulevard de la Woluwe, Box 6, 1200 Brussels. Your written request must be duly signed and accompanied by a photocopy of the front of your identity card. It must specify the address to which the reply should be sent.

A reply will be sent to you within 1 month of receipt of the request, or within 2 months in the case of a request requiring in-depth research or if FEBIAC receives too many requests.

We might not be able to grant your request, however. In such a case, we will make sure to give you the clearest possible answer, of course.

In addition, any e-mails or newsletters sent to you will include a link that you can click to unsubscribe from promotional information from us.

• The right to portability

This right offers you the option of controlling your personal data more easily yourself and more precisely of:

- **retrieving your personal data** that are processed by us, **for your personal use**, and storing them on a private device or cloud for example;
- **transferring your personal data from us to another company**, either by you or directly by us, provided that such direct transfer is "technically possible."

This right applies to your data submitted actively and knowingly such as those you provide to create your online account (e.g. e-mail address, username, age) as well as to information collected by FEBIAC.

Conversely, personal data that are derived, calculated or inferred from the data you have provided, for example the result of an assessment of your health, are excluded from the right to portability because they were created by FEBIAC.

How to exercise your right to portability:

Simply send an e-mail to dataprivacy@febiac.be indicating your surname, forename and in the subject "right to portability: personal data" and send us a copy of the front of your identity card as an attachment. Do not forget to specify in your e-mail the files concerned and the type of request (return of data and/or transfer to a new service provider).

You can also exercise this right by sending a letter to the following address: 46, Boulevard de la Woluwe, Box 6, 1200 Brussels. Your written request must be duly signed and accompanied by a copy of the front of your identity card. It must specify the address to which the reply should be sent. A reply will be sent to you within one month of receipt of the request, or within two months in the event of a request requiring in-depth research or if FEBIAC receives too many requests.

You should nonetheless bear in mind that FEBIAC has the right to refuse your request for portability. This right actually applies only to personal data based on your consent or the performance of a contract concluded with you (to find out precisely the personal data which can be the subject of the right to portability, click on 'purposes and grounds'). Similarly, this right must not affect the rights and freedoms of third parties whose data are contained in the data transmitted following a request for portability.

• Right to restrict processing

You have the right to ask us to restrict your data, i.e. to mark your stored personal data (e.g. move them temporarily to another processing system or lock them so that they are inaccessible) so as to restrict the processing thereof in future.

You can exercise this right when:

- The accuracy of the data in question is disputed;
- Your personal data are not processed in accordance with the GDPR and Belgian and Luxembourgish law;
- The data are no longer necessary for the purposes originally intended but cannot be deleted yet for legal reasons (in particular for the establishment, exercise or defence of your legal rights);
- The decision on your objection to the processing is progress.

If the processing is restricted, your personal data will no longer be processed in any way without your prior consent, with the exception of the retention thereof (storage).

Your personal data may nonetheless still be processed for the establishment, exercise or defence of legal claims, or for the protection of the rights of another legal entity or natural person, or on important grounds of public interest within the Union or the Member State.

If the processing of some of your personal data is restricted, we will inform you when the measure will be lifted.

How to exercise your right to restriction

Simply send us an e-mail to dataprivacy@febiac.be indicating your surname, forename and in the subject "right to limitation: personal data" together with a copy of the front of your identity card.

Do not forget to indicate the reason for your request in the body of your e-mail.

You can also exercise this right by sending us a letter to the following address:

46, Boulevard de la Woluwe, Box 6
1200 Brussels
Belgium

Your written request must be duly signed and accompanied by a copy of the front of your identity card. It must specify the address to which the reply should be sent. A reply will be sent to you within one month of receipt of the request, or within two months in the case of a request requiring in-depth research or if FEBIAC receives too many requests.

7. Will your personal data be transferred abroad?

Transfer of data within Europe

For the purposes of certain processing operations, some data are transferred within Europe (see point 4.1).

Please bear in mind that personal data benefit from the same level of protection in the European Economic Area (27 EU Member States, Iceland, Norway, Liechtenstein).

Transfer of data outside Europe

Please bear in mind that we do not transfer any of your personal data outside of Europe except to Switzerland, which provides an adequate level of protection by virtue of an adequacy decision taken by the European Commission.

For more information and/or to obtain a copy of the measures taken, simply send us an e-mail to dataprivacy@febiac.be indicating your surname, forename and in the subject "transfers outside the EU: personal data". Do not forget to specify in the body of your e-mail the exact information you wish to obtain.

8. Would you like to contact us about this Privacy Policy and/or lodge a complaint with a data protection authority?

Do you have a question or a suggestion about this Privacy Policy?

Do not hesitate to contact us [here](#), or by post at:

46 Boulevard de la Woluwe, Box 6, 1200 Brussels

We would be delighted to hear from you and will be happy to reply as soon as possible.

Do you feel that we do not provide sufficient protection for your personal data?

If you consider that FEBIAC is not processing your personal data in accordance with the GDPR and Belgian and Luxembourgish law, you have the right to lodge a complaint with:

- The data protection authority of the European country in which you usually reside, or
- The data protection authority of the European country in which you work, or
- The data protection authority of the European country in which the breach of the GDPR occurred.

Lodging a complaint with the Data Protection Authority in Belgium:

Data Protection Authority
35 Rue de la Presse, 1000 Brussels

Tel.: +32 (0)2 274 48 00
Fax: +32 (0)2 274 48 35
E-mail: contact@apd-gba.be

For more information on complaints and possible remedies, data subjects are invited to consult the following page of the Data Protection Authority:

<https://www.autoriteprotectiondonnees.be/citoyen/agir/introduire-une-plainte>

Lodging a complaint with the *Commission Nationale pour la Protection des Données au Grand-Duché du Luxembourg* (CNPD) [National Commission for Data Protection in the Grand Duchy of Luxembourg]:

Commission Nationale pour la Protection des Données
15 Boulevard du Jazz, 4370 Belvaux, Luxembourg

Tel. : (+352) 26 10 60 - 1
Fax. : (+352) 26 10 60 - 6099

For more information on complaints and possible remedies, the persons concerned are requested to consult the following CNPD page:

<https://cnpd.public.lu/fr/particuliers/faire-valoir.html>

Lodging a complaint with another European data protection authority

To be able to lodge a complaint with another data protection authority, please consult the list [here](#).

9. How do you know that this Privacy Policy has been updated?

This Privacy Policy may be updated at any time, in particular to take account of any legislative or regulatory changes and the development of our services.

We will notify you of significant changes as and when possible via our website or by e-mail at least 30 days before they come into force.

When we post changes to this Policy, we will revise the date of “last update” at the top of the Privacy Policy and describe the changes on the “Update History” page.

We encourage you to consult this Policy periodically to find out how FEBIAC is protecting your personal data.