

# Biotec

## LEGAL NOTICE - TERMS AND CONDITIONS

Please read these terms and conditions carefully before using the website, software, and/or applications (hereinafter also referred to as: "apps") of Biotec SA, headquartered at Chaussée De Tervuren 198f/1, 1410 Waterloo, BCE 0414.938.680, hereinafter referred to as "BIOTEC". By using BIOTEC's website, including the software and applications offered by BIOTEC, the user of the website, software, and applications of BIOTEC (hereinafter "the User") agrees to these terms and conditions. These terms and conditions also apply to all versions of the website, software, and applications that are provided as replacements or supplements to the original software and applications.

### 1. Exclusion of Liability

The use of our website, software, and applications is entirely at the User's risk. BIOTEC disclaims any responsibility for damages, broadly defined, that the User may incur as a result of using BIOTEC's website, software, and/or applications, or as a result of lack of access to BIOTEC's website, software, and/or applications, including damages resulting from intentional or gross negligence by BIOTEC's employees, representatives, or agents.

BIOTEC reserves the right to terminate the service at any time, without the User being entitled to any compensation. BIOTEC may suspend access to the website, software, and/or applications (e.g., for maintenance) at any time, in whole or in part, without the User being entitled to any compensation. BIOTEC will make reasonable efforts to inform Users in advance of any interruption or shutdown of the service. BIOTEC cannot be held responsible for the consequences of an interruption or shutdown.

BIOTEC cannot be held responsible for damages or losses, broadly defined, caused to software or hardware (including data they contain), resulting notably, though not exhaustively:

- From any causes external to BIOTEC (including, but not limited to, lightning, fires, floods, natural disasters, power outages, third-party damages, theft);
- From the User's intention, error, or negligence or from the User's negligent, faulty, or improper use of the software, website, and/or applications;
- From the misuse of the website, applications, or software or hardware or their use for purposes other than those intended;
- From interventions carried out by unauthorized persons;
- From errors, broadly defined, in the website, software, and/or applications provided by BIOTEC.

BIOTEC is not responsible for direct, consequential, or indirect damages (including, but not limited to, data loss, lost profits, or interruption of activities) arising from or related to the information, software, or services provided.

The User is responsible for any misuse of the software and/or applications provided by BIOTEC. If electronic devices on which the software and/or applications are installed and/or used are

stolen, damaged, or otherwise removed from the User's control, or if the User loses their electronic ID card, the User must immediately inform BIOTEC.

The User is solely responsible for the security of their access rights to BIOTEC's website, software, and/or applications and for maintaining their confidentiality. Access rights are strictly personal to the User and are not transferable. BIOTEC cannot be held responsible for unauthorized use of the User's access rights or its consequences.

## **2. Content of the Website, Software, and Applications**

All information on our site and included in our software and applications is for informational purposes only; BIOTEC cannot be held responsible for the content of these.

Information from legal and regulatory texts is provided solely for informational purposes. No other rights or obligations may be invoked other than those arising from the approved and published legal texts.

BIOTEC is not responsible for the accuracy of information from other organizations that BIOTEC uses on its website or in its software or applications, nor for the content, privacy policies, and operation of other sites linked to BIOTEC's website, software, or applications.

## **3. Intellectual Property**

Intellectual property rights and other rights to the (content of the) website, software, and applications provided by BIOTEC belong to the relevant owner. The User is granted only the permission to use the website, software, and applications for their intended purpose; no intellectual property rights of any kind are transferred. Illegal use of the (content of the) website, software, or applications is strictly prohibited. Legal provisions regarding copyright protection apply to the information included in the website, software, and applications.

## **4. Privacy and Personal Data**

Personal data provided through the use of BIOTEC's website, software, or applications may be processed by BIOTEC in accordance with applicable legislation.

The User agrees that personal data may be transferred to companies affiliated with BIOTEC.

The User has the right to access and correct their personal data as well as the right to object to their processing by contacting BIOTEC.

Regarding the processing of personal data of patients, healthcare providers, and other information provided by users of BIOTEC's website, software, and/or applications, BIOTEC acts solely as a data processor on behalf of the User. The User is responsible for processing personal data of patients.

## **5. General Conditions**

BIOTEC reserves the right to modify these terms and conditions at any time as it deems necessary to align them with its business policy or with economic and/or legal requirements. The most recent version will always be available on a BIOTEC website, software, and/or applications, and new versions will be communicated to the User, after which the new terms will be considered accepted by the User and will come into effect 30 days after receipt, unless written objection is sent to BIOTEC by registered mail.

## **6. Applicable Law and Competent Courts**

All agreements with BIOTEC are subject to Belgian law. In case of dispute, an amicable resolution will be sought before any legal action. Failing an amicable settlement, the courts of Brussels will have exclusive jurisdiction.

# **Biotec**

## CONFIDENTIALITY

### **Our Vision on Privacy Protection**

BIOTEC processes personal data for various purposes. Ensuring information security is not only a legal requirement for BIOTEC and its products, but also reflects good management and corporate governance. BIOTEC aims to be a reliable partner in all respects.

Collaboration, client focus, quality, and accountability are some of the core values expected of BIOTEC employees. Reliable communication of information, where privacy, integrity, and data availability are guaranteed, is intrinsically linked to these values. BIOTEC has developed an information security policy for this purpose.

It is impossible to provide our services without processing certain personal data. This data is handled with the necessary precautions, in accordance with existing legislation.

### **What is Personal Data?**

Personal data refers to any information (text, objects, or photos) that can identify a living person, directly or indirectly. Examples of personal data include a name, address, email address, phone number, social security number, or a photo. We consider personal data provided by our clients and members to be confidential information, which we do not retain longer than necessary unless required for legal obligations.

### **How Do We Collect Personal Data?**

- In most cases, you provide us with your personal data voluntarily. For example, you share your data when we start working together, when you sign a contract, when you communicate via email/phone/social media, or when you purchase a product.
- If you are or wish to become a supplier or business partner, you also actively provide us with your personal data.
- If you apply for a job at BIOTEC, you share details about your education and work experience with us.

- Occasionally, we may obtain lists and information from other sources that relate indirectly to you. When using this information, we request that the provider ensure the information was obtained legally and that we have the right to acquire and use it.
- When you visit our website or use other software products, we collect anonymous or aggregated data. We use functional cookies and cookies for statistical purposes, such as Google Analytics and Application Insights. For example, we know the type of browser and operating system a visitor uses and how often a person visits our site (anonymously). This data helps us continuously optimize our tools. We may also use techniques to verify if you have opened an email or clicked on a link in an email. By recording such information, we can collect metrics on the use and effectiveness of our websites, software products, and communication. This allows us to make your experience more personalized and better tailor our interactions with you.
- The information we collect, directly or indirectly, may be aggregated to improve its overall accuracy and completeness and to better tailor our interactions with you.
- We may already have extensive information acquired in the past. We do not want to delete this information without consideration if we believe it can provide added value to you.

### **For What Purposes Do We Use Personal Data?**

BIOTEC processes personal data for various purposes. 'Processing' is a broad term that includes everything that can be done with personal data: collecting or deleting, recording, classifying, storing, updating, modifying, requesting, consulting, using, transmitting, disseminating, making available, grouping, linking, protecting, and deleting.

In all cases, BIOTEC processes data only for the purposes for which you specifically provided it. We always assume that we process personal data only when strictly necessary for our organization's objectives. We process personal data only if it provides added value to our clients and members.

If you inform us that you do not want us to use your information for any contact other than processing your requests, we will respect that wish.

### **Internal Services: HR/Staff**

We process staff data for personnel and payroll administration. However, we may also process data obtained directly from third parties. For example, if you apply for a job at BIOTEC, you provide us with details of your education and work experience. Your motivation and skills are also clear. We may verify the references you provide. This information is used only for hiring purposes. In the case of job applications and spontaneous applications, we will inform you if we store your data in our recruitment database, unless otherwise advised.

### **Client and Member Administration, Support Services**

We may use your data to:

- Accurately enter and update it in our administration.
- Verify if you are or can become a client or member.
- Evaluate and manage your service and product requests, and possibly invoice them.
- Contact you to respond to your queries or comments, share information, or ask you questions.
- Ensure you can use our website and applications.
- Provide you with useful information for the effective exercise of your profession or to facilitate your administration. For example, we inform you of our activities, products, and projects and send newsletters. Of course, you always have the option to unsubscribe.

### **Improvement, Development, and Scientific Objectives**

- We use personal data to make our product more personalized. For example, we can measure how our clients use our product and the outcome of a campaign. Based on this data, we can improve our product.
- Develop new products.
- Prepare reports based on available data. Pricing data is also analyzed for 'business purposes'. During analysis, we remove personal data we do not need. We also collect data at a certain level of abstraction (aggregate), encrypt (pseudonymize), or anonymize it.
- We also create various customer groups (profiles) with similar characteristics or behaviors. We can then respond by offering tailored services and information.

### **How Long Do We Retain Your Personal Data?**

Your data is retained for the time necessary to fulfill the tasks you request or as required by law. For example, accounting documents must be kept for 10 years according to current legislation.

### **With Whom Do We Share Your Personal Data?**

- Generally, BIOTEC does not share your personal information with anyone. Data provided is never disclosed to third parties without a specific legal basis, your consent, or your knowledge.
- We may be required to disclose information about you when legally mandated by law, regulations, or legal procedures (such as a court order) or when requested by government agencies in the course of law enforcement actions.
- We are assisted in our work by other service providers. We share only the personal data necessary for the specific task they have been entrusted with. For example, if we work with companies and individuals for IT system design, maintenance, and improvement,

administrative document collection, or certain support services. In all cases, we establish ad hoc agreements with these service providers regarding what they can do with this personal information. We formalize these agreements in contracts.

- If all or part of our business or assets are sold or transferred, we reserve the right to transfer all information about you as well. In such cases, we will make reasonable efforts to inform you and ensure that the data recipient uses it in accordance with this privacy policy. In such a situation, you should contact the data recipient for any questions regarding the processing of your data.

## **How Do We Protect Your Personal Data?**

- We ensure robust protection. BIOTEC has implemented administrative, technical, and organizational measures to protect your personal data against loss or any form of unlawful processing. Data is protected by physical and technical access controls. Policies and procedures are in place for effective data processing and protection.
- We pay attention to the protection of our systems and personal data. We monitor how personal data is used and protected, starting from the design phase. We conduct regular security tests during the development of our tools and subsequently. This helps us detect potential vulnerabilities and security risks to better protect our systems.
- Those with access to your data on behalf of BIOTEC are bound by confidentiality. All our employees have signed confidentiality agreements. BIOTEC also prioritizes continuous awareness of information security. Regular awareness campaigns and informational sessions are organized for employees. We handle the data you entrust to us with great care.

## **Consulting or Correcting Your Personal Data**

- As a member, business partner, supplier, or contact of BIOTEC, you always have the right to consult your data processed by BIOTEC. If your data is incorrect or incomplete, you can request corrections. You can submit your request in writing via email to [Jv@biotec.be](mailto:Jv@biotec.be).
- You may also request deletion of your data or object to its processing if it is not necessary for the described purposes or direct mailings. Such requests must be submitted in writing. For this purpose, send a request to [Jv@biotec.be](mailto:Jv@biotec.be).
- If you no longer wish to receive the information and products we offer, you can always indicate this.

## **External Links**

BIOTEC's websites and applications may contain links to other websites or applications managed by other companies. We are not responsible for the content of these external sites or for the handling of personal data by these third parties. We recommend that you review the privacy statements of these sites.

### **Modification of the Privacy Statement**

With the increasing possibilities regarding data and the changing regulations, our privacy policy will never be entirely finished. We keep it updated. Therefore, we may also modify this statement at any time, with or without prior notice. We advise you to periodically review this privacy statement to stay informed of any changes.

### **Questions About Privacy?**

If you have questions not addressed in this privacy statement, suggestions or comments about its content, wish to review or modify your personal data, or have complaints about how BIOTEC has handled your personal data, you can contact us via email at [Jv@biotec.be](mailto:Jv@biotec.be).

You also have the right to file a complaint with a regulatory authority.

## **Biotec**

### **COOKIE POLICY**

#### **What Are Cookies?**

We use cookies.

A cookie is a small file placed on your computer by a website when you visit that site. Some information is stored in this text file. For example, cookies are used to store visitor login data, language preferences, and actions on the site, as well as to allow the site to function optimally. Cookies do not contain viruses and cannot damage your device.

Cookies generally have an expiration date. Some cookies are automatically deleted when you close your browser, while others remain on your device for a longer period—sometimes until you manually delete them.

#### **What Cookies Do We Use and Why?**

- **Essential Cookies:** These are necessary for the functioning of a website. They include basic functions such as navigating pages. Without these cookies, a website cannot function properly.
- **Functional Cookies:** These cookies track information about your choices and preferences on our website, such as language selection and login details.
- **Analytical Cookies:** These cookies collect information about website visitor behavior and site performance. Based on these results, the website can be improved, providing visitors with a better user experience. We collect anonymous or aggregated data using tools such as Google Analytics and Application Insights.
- **Marketing Cookies:** These cookies track visitor browsing behavior and create user profiles based on this data. This profile is used to personalize the browsing experience and, for example, display targeted advertisements that match your interests.

### **How Can You Disable or Delete Cookies?**

You can disable or delete cookies or modify your cookie settings. Below is a link to instructions for the most common browsers. All browsers allow you to differentiate between useful and advertising cookies.

Is your browser not listed? Check your browser's help function for guidance.

[Firefox](#)

[Firefox \(mobile\)](#)

[Chrome](#)

[Chrome \(mobile\)](#)

[Safari](#)

[Safari \(mobile\)](#)

[Internet Explorer](#)

[Microsoft Edge](#)

### **Right to Access, Correct, or Delete Your Data**

You have the right to request access to your data, as well as to request its correction or deletion. Please refer to our privacy policy for this purpose. If your request pertains to personal data related to a cookie, you must provide a copy of the cookie in question. You can find it in your browser's settings.