



MAINSYS

Services @ Banking



MAINSYS

Privacy Policy

Date: 23/10/2023

Version: 1.0

Classification (access level): Public (published on Mainsys website)

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Table of contents

Privacy Policy.....	3
1. Purpose & Scope	3
Chapitre 1 : Identification of the (data) Controller	4
Chapitre 2 : Nature of the personal data processed about You.....	4
2.1. Nature of personal data	4
2.3 Processing of personal data	5
Chapitre 3 : Legal basis and purposes of the processing of Your personal data	6
3.1. Legal basis for processing.....	6
3.2 Specific purposes of processing	6
Chapitre 4 : Your rights as a data subject.....	7
4.1. Right of access and to obtain a copy.....	7
4.2. Right to rectification.....	7
4.3. Right to erasure (right to be forgotten)	7
4.4. Right to restriction of processing	8
4.5. Right to object.....	8
4.6. Right to data portability	8
4.7. Right to lodge a complaint	9
Chapitre 5 : Guarantees and security measures implemented by MAINSYS	9
5.1. Security of personal data	9
5.2. The Data Protection Officer (or DPO) at MAINSYS	9
Chapitre 6 : Data retention period of Your personal data.....	10
Chapitre 7 : Rules relating to the exchange or sharing of Your data (internally or externally).....	10
7.1. Internal data consultation.....	10
7.2 (Categories of) persons to whom the User's personal data may be transmitted (external communications)	10
2. REVISION HISTORY	12
GDPR GLOSSARY (IN ALPHABETICAL ORDER)	12

Privacy Policy

1. PURPOSE & SCOPE

This **Privacy Policy** (hereinafter "**the Policy**") describes the privacy and security practices applied by the group MAINSYS, under the aegis of its parent company MAINSYS GROUP (Société Anonyme under Belgian law, registered at the Belgian Company Register under number BE 0456 540 594, whose registered office is located at : Tour Bastion, Place du Champ de Mars 5, B21, B-1050 Ixelles (Brussels), Belgium) in its own name and/or on behalf of its subsidiaries (hereinafter together referred to as "**MAINSYS**" or "**We/Us/Our**"), during the *processing*¹ of *personal data* carried out during Our commercial activities related either to Our website <https://www.mainsysgroup.com/> (hereinafter referred to as "**the Website**"), or to Our commercial prospecting activities in general.

These processing operations consist in particular in the collection, use and management of personal information concerning natural persons visiting or using the MAINSYS Site (Internet users), visitors of the physical sites of MAINSYS subsidiaries (e.g., employees or representatives of Our B2B customers or prospects) and/or any person concerned – a *data subject* (hereinafter referred to together as "**User**" or "**You**", "**Your/Yours**"), who has been contacted directly or indirectly by Our sales team for this type of commercial activity (e.g., sending targeted advertising, Newsletters, commercial offers, etc.), both online and offline.

This Policy also explains the rights that a User/You have in relation to such processing of personal data (also referred to as "personal information"), as well as how You can exercise these rights and with whom.

MAINSYS undertakes to comply strictly with all applicable legal provisions relating to the protection of personal data in the context of the collection and processing of Your personal data at all stages of Our online and offline commercial activities.

This Policy contains and describes :

- Chapter 1: The identification of the (data) **Controller**
- Chapter 2: The **nature of the personal data** processed about you
- Chapter 3: The **legal basis and purposes** of the processing of Your personal data
- Chapter 4: **Your rights as a data subject**
- Chapter 5: The **guarantees and security measures** implemented by MAINSYS
- Chapter 6: The **data retention period** applied to Your personal data
- Chapter 7: The rules for **exchanging or sharing your data** (internally or externally)

The applicable Policy is the one in force on the date of Your consultation of the Website until a new version replaces it (see also point 2 at the end of the document).

¹ Words in *italics* (when first used in the text) are defined at the end of this Policy in the 'GDPR Glossary'.

Chapitre 1 : IDENTIFICATION OF THE (DATA) CONTROLLER

The (data) controller is the legal entity which, alone or jointly, determines the purposes and means of the processing operation(s) involved in a commercial activity, i.e. which decides on the creation of the processing operation, which determines the purpose and the way in which it is to be carried out (i.e. the "why" and "how" of the processing operation), and which has real decision-making power with regard to it.

Sales activities at MAINSYS are carried out by members of the Sales team, who work across the whole group, together with and under the authority of the members of the Management of the various MAINSYS subsidiaries, under the aegis of Our parent company - MAINSYS GROUP SA.

You can also find contact details for our MAINSYS group subsidiaries at the following link: [ContactUs](#).

Chapitre 2 : NATURE OF THE PERSONAL DATA PROCESSED ABOUT YOU

2.1. Nature of personal data

This Policy applies to all personal information provided to Us either directly or indirectly by You including, but not limited to, when You request a Demo (demonstration) of one of Our products via Our Website or in person, when You contact one of Our employees via a social network or via the contact form available on Our Website, or even in person, or when You request a subscription to Our Newsletter (if relevant) via Our Website or directly from one of Our employees.

When You send Us Your CV or make a job application via the '[Careers](#)' page, or via the application form on Our Website or directly, it's the '[Recruitment Privacy Policy](#)' that applies.

In summary, We may process a **User's personal data** (i.e. any data directly or indirectly linked to a specific person - the data subject - and relatively stable over a certain period of time), which may include the following categories (non-exhaustive list):

- **Identification data**, such as :
 - **Contact data**: e.g., title and job title, surname/first name(s), company or organization, address(es), email(s), telephone number(s), date and place of birth, zip code, city, country, etc.
 - **Contractual data**: e.g., the contact person of a MAINSYS customer provided on a commercial contract, the contact person of a prospect in charge of receiving commercial offers, individual account information of a person belonging to a customer company, individual or professional account information of a person belonging to a prospect or a customer company available on social networks, etc.
- **Behavioral or evaluation data**, such as :
 - **Interaction data** the data subject, collected either :
 - on the Internet: e.g. behavior of Internet users (visits to Our Website, click tracking, call recordings), activities on Our social networks – MAINSYS' account (publications, likes, comments, posts), centers of interest (User's preference for one or more segments or product ranges), etc.
 - via paper or e-mail exchanges: e.g. response data (to direct offers, surveys, complaints, pre- or post-offer questions and answers, customer service), etc.



- **Socio-demographic data**, revealing the personal characteristics of the data subject (such as age, gender, language used/spoken, country of origin, nationality, place of residence, etc.);
- **Connection and location data**, such as IP addresses, logs, terminal identifiers, connection identifiers, time-stamp information, browsing area, etc. ;
- **Internet data**, such as cookies, tracers, browsing data, audience measurement (see our 'Cookies Policy');
- **Any data, information or document, provided spontaneously by the User** either via the contact form on Our Website or directly (via e-mail, telephone call or in person).
- The forms present on the Website limit the collection of personal data to that which is strictly necessary and what is indispensable for the processing of Your request is indicated by an asterisk (*) on each form. If You do not fill in these compulsory fields, MAINSYS will not be able to reply correctly to Your request and/or provide You with the information requested.

2.3 Processing of personal data

The personal data of the Users of Our website is processed by MAINSYS with due care.

Furthermore, **MAINSYS subsidiaries operate mainly in a B2B (*Business to Business*) environment**. When MAINSYS carries out commercial actions towards companies operating in the fields of activity targeted by MAINSYS, personal data may be processed (see Chapter 2 in this respect).

Personal data processed by MAINSYS **can be obtained either** :

- **Directly by the person concerned/data subject** (e.g. by exchange of business cards, via commercial offer, by face-to-face contact, via the contact form on Our Website and/or by the representatives of a prospect or B2B customer for whom the person works, etc.);
- **Directly or indirectly via professional networks or directories** (e.g. ad hoc professional websites, professional associations, employers' organizations, Agoria, LinkedIn, etc.);
- **Directly with prospects or other B2B customers** (e.g. contact person on their site, Procurement/Purchasing organization chart, other).

If MAINSYS does not obtain personal data directly from the User, he/she will be informed within a reasonable period of time (in most cases, when sending advertising via a mailing list where the person will then have the opportunity to unsubscribe).

The processing of such data is governed by EU Regulation 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (also known as "**GDPR**") and any national data protection legislation applicable to the MAINSYS subsidiary(ies) to which the User applies.

Chapitre 3 : LEGAL BASIS AND PURPOSES OF THE PROCESSING OF YOUR PERSONAL DATA

3.1. Legal basis for processing

Users' personal data collected by MAINSYS is processed on the **following legal basis**:

- Most of the time, on the basis of the **User's consent**, obtained either beforehand (e.g. when contact is made directly, when the request comes from You) or afterwards (via the possibility of unsubscribing at any time in response to an email received from Us);
- When it is necessary for the performance of a contract to which the User is/will be part or for pre-contractual measures taken to meet the User's needs (e.g. for the conclusion of a commercial contract with the company for which the User works, etc.);
- **For one or more legitimate interests pursued by the Controller or a third party** (e.g. to compile a list of prospective customers, to send a Newsletter, to send targeted commercial offers, to keep a customer register, to manage the Website, etc.), including the defense of Our interests in legal proceedings.

Where applicable, any other legal basis will be communicated to the User directly or via an update to this Policy, which may be consulted at any time on Our Website.

3.2 Specific purposes of processing

The personal data processed by MAINSYS in the context of its commercial activities are **mainly used for the following purposes** (non-exhaustive list):

- **Sales prospecting operations**, such as :
 - Research and identification of relevant B2B prospects/future customers to gather contacts (e.g. in order to compile a mailing list to send MAINSYS offers/advertising), via random or targeted communication actions and marketing campaigns, etc.
 - Pre-selection of prospects/future B2B customers (via participation in fairs, JobFairs, trade shows or conferences, via internet search, etc.).
 - Maintenance of a mailing list to send out the MAINSYS Newsletter or advertising via e-mail, etc.
- **Build and maintain a B2B customer file**
- **Handling of incoming questions, complaints or other "pre/post-sales" commercial contacts**
- **Management of Our Website** (e.g. updating site content, News, responses to form contacts, etc.);
- **Management of Our rights and obligations as Controller** (e.g. defending Our rights in court, etc.).
- **Management of the User's GDPR rights**, including Your right of access, rectification, opposition (and keeping an opposition register), right to be forgotten, etc. ;
- **Any other purpose necessary for the performance of tasks and missions entrusted to MAINSYS as a business partner (supplier or customer) of the company to which the User belongs**, and for which MAINSYS is responsible by virtue of legal, contractual or regulatory obligations applicable to it.

Chapitre 4 : YOUR RIGHTS AS A DATA SUBJECT

In general, if the **User/You** wish to make use of any of Your rights granted by the GDPR and explained below, You may **send a written or electronic request either directly to the person responsible for a commercial activity at MAINSYS (via his/her contact email), or via the contact form under the 'Contact us' page of Our Website, or to the Data Protection Officer (or "DPO") of the MAINSYS group** if the request concerns a question relating to the GDPR or to an ongoing dispute on this subject via the e-mail address : dpo@mainsysgroup.com, or by post to the following address:

Mainsys Group SA
To the attention of the Data Protection Officer/ Legal & Compliance Officer
Bastion Tower
Place du Champ de Mars 5, b21
B-1050 Ixelles (Brussels)
Belgium

4.1. Right of access and to obtain a copy

The User is **always entitled to access personal data processed for commercial purposes and to request a copy.**

The User has the right to access his or her personal data processed by MAINSYS and to know why MAINSYS processes such data, where it comes from and who receives it.

In this case, the User also has the right to know how long MAINSYS intends to keep the data, whether the data is used for automated decision-making and whether MAINSYS intends to send the data to a third country (outside the European Union).

If the User expressly requests it, MAINSYS will provide the requested information, in writing or electronically, within a reasonable period of time and in any case within thirty (30) days, unless the period is extended for duly justified reasons. In the same way, information may be communicated verbally, provided that the identity of the data subject has been established by the presentation of an identity document.

The User is also entitled to a copy of any personal data concerning him/her that has been processed for commercial prospecting purposes, provided that the request for a copy is reasonable and not disproportionate. If the User submits his/her request electronically and does not request another means of communication, this information will also be communicated to him/her in electronic form.

4.2. Right to rectification

Users **may request that** inaccurate or erroneous personal **data** concerning them **be rectified or completed as quickly as possible.**

MAINSYS undertakes to meet this request as quickly as possible.

4.3. Right to erasure (right to be forgotten)

Subject to the application of other legal or fiscal obligations to MAINSYS, **the User has in principle the right to obtain the deletion of personal data concerning him/her.**

MAINSYS is obliged to satisfy the User's request within a reasonable period of time, including, but not limited to, in the following situations:



- When personal data are no longer necessary for the purposes for which they were collected or processed;
- When the processing was based exclusively on the User's consent and the User withdraws his/her consent (or unsubscribes);
- When, for well-founded reasons, the User objects to the processing ;
- Where MAINSYS did not have a legal basis for processing the data.

MAINSYS may only refuse such a request for the deletion of personal data if it is justified, such as when exercising or defending MAINSYS' rights in court or because of a legal obligation to retain certain data.

4.4. Right to restriction of processing

The User may ask MAINSYS to process certain personal data only under strict conditions.

The User may ask MAINSYS to restrict the processing of certain personal data concerning him/her if he/she wishes to unsubscribe from any Newsletter or no longer receive commercial solicitation, if he/she disputes the accuracy of the data, that the processing is unlawful or that MAINSYS no longer needs the data for the purposes of processing.

In this case, personal data may only be processed under the following conditions:

- With the (renewed) consent of the User;
- And/or in view of a current or future legal action (against MAINSYS) or for the protection of the rights of others.

4.5. Right to object

In certain cases, the User may object to the processing.

As these are commercial prospecting activities in a B2B environment, **the User has the possibility to opt-out, i.e., of withdrawing his/her consent at any time by contacting MAINSYS:** either via the contact person or as defined at the beginning of the Chapter, or by returning an 'Unsubscribe' request by return of post or via the prospecting e-mail received.

The User also has the right to object to certain processing of personal data concerning him/her, including **in particular profiling based on these provisions or automatic decision-making concerning him/her** (e.g., if MAINSYS were to use tools or software for profiling or scoring Users).

The processing will then cease, unless it is necessary to comply with social and tax legislation, to defend the interests of MAINSYS or a third party, or to establish, exercise or defend legal claims.

4.6. Right to data portability

The User may request that certain data be transmitted to him/her.

For all processing of personal data based on express consent or on a contract with the User only, the User has the right to request MAINSYS to provide his/her electronic data in a structured, commonly

used and machine-readable format. For data in paper format, a copy of the said paper document should suffice.

4.7. Right to lodge a complaint

The User has the **right to lodge a complaint with the relevant national supervisory authority** (normally of the place where the Controller/ MAINSYS subsidiaries are established or of the EU countries where the Users targeted by Our commercial activities are resident), namely:

- **For Belgium** (in national languages only): Autorité de protection des données (APD)/ Gegevensbeschermingsautoriteit (GBA)
(<https://www.autoriteprotectiondonnees.be/citoyen/agir/introduire-une-plainte>);
- **For France** (in French only): Commission Nationale Informatique et Libertés (CNIL)
(<https://www.cnil.fr/fr/saisir-la-cnil>)
- **For Luxembourg** : Commission Nationale pour la Protection des Données (CNPD)
(<https://cnpd.public.lu/en/particuliers/faire-valoir.html>)
- **For Portugal** (in Portuguese only): Comissão Nacional de Proteção de Dados (CNPD)
(<https://www.cnpd.pt/cidadaos/direitos/>)

The User may always lodge a complaint concerning the processing of personal data with the competent authority in the European Union Member State in which the User's habitual residence is located or where the *personal data breach* or the violation is alleged to have occurred.

Chapitre 5 : GUARANTEES AND SECURITY MEASURES IMPLEMENTED BY MAINSYS

5.1. Security of personal data

MAINSYS makes every effort to ensure compliance with technical and organizational measures designed to guarantee the security of personal data processing, depending on the nature of the data and the risks involved. This security is also guaranteed by the use of high-tech tools and by the quality of our staff.

The authorized personnel in charge of MAINSYS commercial activities are bound by a general obligation of confidentiality, to which the User him/herself is subject (i.e., You do not have the right to reveal the content of a commercial offer (or promotion) made by MAINSYS or any confidential information of which You may have become aware during commercial transactions with MAINSYS).

MAINSYS endeavors to keep Your data in Belgium, or at least within the European Economic Area (EEA). However, it is possible that personal data concerning You may be transferred to third countries (e.g. data collected via GoogleAnalytics), in which case appropriate safeguards will be put in place by MAINSYS (e.g. implementation of the European Commission's Standard Contractual Clauses (or "SCC"), transfer to a country ensuring an adequate level of protection, when Binding Corporate Rules (or "BCR") are implemented, etc.) and the express consent of the User will be requested (via the Cookie Banner, for example).

5.2. The Data Protection Officer (or DPO) at MAINSYS

MAINSYS ensures the accuracy and relevance of the personal data processed and that it complies with applicable regulations.

The User may always contact the person in charge of the Sales team who contacted him/her to exercise his/her rights or request further information.

If necessary, the **Data Protection Officer (DPO)** of the MAINSYS Group will ensure that MAINSYS respects the protection of personal data.

She can be contacted at any time via the following e-mail address: dpo@mainsysgroup.com or by post at the address given at the beginning of Chapter 4.

Chapitre 6 : DATA RETENTION PERIOD OF YOUR PERSONAL DATA

The personal data processed will be kept by MAINSYS for a period of time strictly necessary for the purposes of the above-mentioned processing operations, or even for the application of legal and regulatory provisions (e.g. legal retention and prescription periods in commercial or tax matters) if relevant, or for as long as necessary to achieve the purposes of the processing operation(s) in question.

For any processing based exclusively on the User's consent (e.g. for commercial prospecting purposes), the retention period will be a maximum of three (3) years from the date of collection, unless the authorization given provides for a longer and/or specific retention period.

Chapitre 7 : RULES RELATING TO THE EXCHANGE OR SHARING OF YOUR DATA (INTERNALLY OR EXTERNALLY)

7.1. Internal data consultation

Only staff members authorized by MAINSYS and persons designated by the Controller are authorized to consult Your personal data internally in the context of Our commercial activities carried out via the Website or via Our marketing campaigns, whether online or offline.

These people have a reasonable need-to-know² of the data because of the tasks entrusted to them or the necessities of the service to be rendered to the User.

MAINSYS provides a restricted and limited access system and an appropriate level of security.

7.2 (Categories of) persons to whom the User's personal data may be transmitted (external communications)

Communications of personal data to third parties are limited to the application of legal and regulatory provisions or, if communications are necessary, to the normal performance of Our commercial activities.

In the specific context of the management of Our commercial prospecting activities, **certain personal data may be transmitted to/by joint controllers, to/by (sub-)processors or to/by third-party recipients**, such as (non-exhaustive list):

- Any other MAINSYS subsidiary (see contact details in Chapter 1)
- Any third party in the context of actual or future legal proceedings, subject to their legality (e.g. in response to an ongoing investigation or court decision).

² *Need-to-know* " is defined as: sharing a given piece of information only when it is essential for a specific person to know it at a specific time, and nothing more. That is, access to the information must be necessary for that person to carry out his or her official duties or missions. The term also includes anyone with whom the persons in possession of this knowledge have deemed it necessary to share it.



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Privacy Policy_V-2.0-2023/PUBLIC

- Other B2B customers, including prospects, business partners, etc.
- MAINSYS will not sell Your data.



2. REVISION HISTORY

- We may update this Policy from time to time as required by new legislation, regulations or significant internal changes.
- All new versions are published and available on the MAINSYS Website (<https://www.mainsysgroup.com/>), so please consult it regularly.

Review	Author	Date	Description of changes	Validated by
Privacy Policy (formerly 'Privacy Statement')	Data Protection Officer (DPO) of the Mainsys group	23/10/2023	New template of privacy policy (for the update of MAINSYS website)	MAINSYS group Sales Team & INSEC (Information Security Committee) of the MAINSYS group

GDPR GLOSSARY (IN ALPHABETICAL ORDER)

- **Consent (of the data subject):** any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.
- **(Data) Controller:** the natural or legal person (...), department or other body which, alone or jointly with others, determines the purposes and means of the processing. In this case, in principle, one or several MAINSYS subsidiaries.
- **Data subject:** any natural person who can be identified or identifiable. 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 his or her physical, physiological, genetic, mental, economic, cultural or social identity. Here, the Candidate.
- **File (or filing system):** any structured set of personal data which are accessible according to specific criteria, whether centralized, decentralized or dispersed on a functional or geographical basis.
- **Personal data:** any information relating to an identified or identifiable natural person (also referred to as a "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 his or her physical, physiological, genetic, mental, economic, cultural or social identity.



- **Personal data breach:** a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed.
- **Processor(s):** the natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller. In this case, for example, a recruitment service provider, a recruitment solutions provider, etc.
- **Processing (of personal data):** any operation or set of operations which is performed on personal data or sets of personal data, whether or not by automatic 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. This also applies to paper *files*.
- **Profiling:** any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person/individual, in particular to analyze or predict aspects concerning that individual's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements.
- **Recipient:** the natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients (...). Here, it might be external auditors or employment bodies, for example.
- **Restriction of processing:** the marking of stored personal data with the aim of limiting their processing in the future.
- **Sensitive data:** personal data which reveals, directly or indirectly, a person's racial or ethnic origins, political, philosophical or religious opinions, trade union membership, data relating to their health, data relating to their sex life, data relating to criminal offences or convictions, biometric and genetic data.
- **Third party:** a natural or legal person, public authority, agency or a body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

