

# Privacy Policy

## General informations:

**Denomination:** Neo Mobility SRL

**Business identification number:** 0761.849.975

**Intra-community VAT number:** BE 0761 849 975

**Headquarters:** Rue Marie Depage 26, B-1180 Brussels (Belgium)

**E-mail:** info@neo-mobility.be

## Who is responsible for the use of your data in the context of your relationship with our services?

Your privacy is a priority for NEO MOBILITY. In this respect, we are committed to respecting the personal data of our customers, prospects and online users (hereinafter "you"), to treat them with the utmost care and to ensure the best level of protection in accordance with the Regulation 2016/679 of 27th of April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (hereinafter "GDPR") and any applicable data protection law. This article describes the practices adopted by NEO MOBILITY concerning the personal data it may collect, the use made of it and the persons for whom it is intended.

The controller of the processing of your personal data is NEO MOBILITY SRL whose registered office is located at 1180 Brussels, Rue Marie Depage 26, registered at the BCE (Banque-Carrefour des Entreprises) under the number 0761.849.975. Any questions or requests concerning the processing of your data can be addressed to the following e-mail address: [privacy@neo-mobility.be](mailto:privacy@neo-mobility.be).

## What personal data do we collect about you?

When you visit or use our website (hereinafter "Website"), NEO MOBILITY is likely to collect and keep personal data, in particular all personal data that you voluntarily communicate on the Website (name, address(es), phone number, e-mail address and any other specific informations such as login, password, banking information, etc.).

## Why do we collect your personal data?

These personal data are collected and stored by NEO MOBILITY to operate efficiently and provide you with the best experiences with its services. We use your data to send you newsletters and commercial offers, for sponsorship purposes, to provide you with information about NEO MOBILITY's products and services (pre-contractual relationship management), to send you requests to participate in surveys, for customer relationship management purposes, for order management and customer relationship follow-up. NEO MOBILITY uses 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 execution of a contract concluded with us).

NEO MOBILITY only collects personal data for specific, explicit and legitimate purposes and will not further process this data in a manner incompatible with these purposes. NEO

MOBILITY undertakes to process only personal data that is adequate, relevant and not excessive in relation to the purposes for which it is collected. NEO MOBILITY will take all necessary steps to ensure that the personal data that is processed is accurate and, if necessary, kept up to date.

### **With whom do we share your personal data?**

NEO MOBILITY may share your personal information with companies that are part of its group and/or with suppliers or service providers that NEO MOBILITY works with. NEO MOBILITY may also share your personal data with public authorities in response to legal requests, including to meet national security or law enforcement requirements. Finally, as part of a transaction, such as a merger, acquisition, consolidation or sale of assets, NEO MOBILITY may share your personal data with buyers or sellers.

### **How long do we keep your personal data?**

NEO MOBILITY does not keep your personal data longer than is necessary for the purposes for which it was collected or longer than required by applicable law.

### **What rights do you have over your personal data and how can you exercise them?**

In accordance with the GDPR, you have the following rights: right of access, right of rectification, right of deletion, right to digital oblivion, right to limit processing, right of opposition, right of portability. If you wish to exercise one of these rights and you are in the conditions set out by the GDPR, simply contact NEO MOBILITY by e-mail at the following address: [privacy@neo-mobility.be](mailto:privacy@neo-mobility.be) with the subject of the right you wish to exercise, and send us as an attachment to your email a copy of your identity card and a brief description of your request. You will receive an answer from us within 1 (one) month following the reception of the request, 2 (two) months in case of a request requiring in-depth research or in case NEO MOBILITY receives too many requests.

### **Cookies**

NEO MOBILITY collects data relating to the use you make of the Website in order to offer a better service to visitors and users, through the use of cookies, which are files that your internet browser places on your hard drive when you visit a website. Cookies do not always make it possible to identify you personally. The data recorded may be the pages you visited, the date and time of the visit or other tracking data. You can set your browser to notify you of the presence of cookies, giving you the option to accept them or not. You can also set your browser to disable cookies.