

PRIVACY POLICY

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NEOFLEET respects your preferences concerning the treatment of Personal Information that we may collect. This Privacy Policy lets you know how we collect and use your Personal Information, how you can control its use, and describes our practices regarding information collected from the different NEOFLEET sites that link or refer to this Privacy Policy (such as our websites, computer or mobile software applications, social media pages and HTML-formatted e-mail messages), as well as through offline sales and marketing activities.

Any questions regarding this Privacy Policy and our privacy practices should be sent by email to privacy@neofleet.be or by writing to NEOFLEET – 27 avenue Zénobe Gramme – 1300 Wavre. Alternatively, you can telephone +32 10 832 500.

WHO ARE WE?

We are NEOFLEET a company active in software development and part of NETiKA Group.

NEOFLEET operates with the following companies (affiliated or not):

NEOFLEET Srl Avenue Zénobe Gramme, 27 1300 Wavre BCE: 1003.438.076 BELGIUM	NETIKA GROUP SA Avenue Zénobe Gramme, 27 1300 Wavre BCE: 0464.893.779 BELGIUM	NETIKA BUSINESS SOLUTIONS SA Avenue Zénobe Gramme, 27 1300 Wavre BCE: 0452.951.495 BELGIUM	NETIKA SOFTWARE DEVELOPMENT VIETNAM Havana Tower - F15 132 Ham Nghi, District 1 Ho Chi Minh City, VIETNAM
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NEOFLEET websites are:

- <https://neofleet.be/>

HOW DO WE COLLECT INFORMATION FROM YOU?

We may obtain information about you when you use our website, for example, when:

- you contact us about products and services,
- you make an online purchase and use our services and register as a customer,
- you subscribe to our newsletter.

or, occasionally, from third parties who you have separately authorised to provide such information.

WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

The personal information we might collect might include your name, address, phone number, email address.

HOW IS YOUR INFORMATION USED?

We may use your information:

- to process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- to seeking your views or comments on the services we provide;
- to notify you of changes to our services;
- to send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, promotions of our associated companies' goods and services;
- for administrative and business purposes;
- to improve our business and website;
- in connection with our legal rights and obligations;
- for certain additional purposes only with your explicit consent.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

WHO HAS ACCESS TO YOUR INFORMATION?

We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure, not to use it for their own direct marketing purposes, and to keep it for no longer than necessary for the purposes of completing the tasks and providing the services to you on our behalf. We will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or where we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

YOUR CHOICES

You have a choice about whether or not you wish to receive information from us.

We will not contact you by email, post, phone or text message unless you have given your explicit prior consent. You can change your marketing preferences at any time by contacting us by email: privacy@neofleet.be or by telephone +32 10 832 500.

YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA

You have the right:

- to access your personal data and to be informed about its use,
- to correct your personal data,
- to have your personal data deleted,
- to restrict the use of your personal data,
- to object to the use of your personal data,
- to complain to a supervisory authority,
- to withdraw your consent to the use of your personal data,
- to ask for the portability of the personal data you shared with us,

USE OF THIS WEBSITE BY CHILDREN

This website is not intended for anyone under the age of 16 years. If you are younger than 16, you may not register with or use this website or our services.

HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold appears inaccurate or out of date, please email us at: privacy@neofleet.be or in writing to NEOFLEET. Alternatively, you can call us at the following number +32 10 832 500.

SECURITY PRECAUTIONS IN PLACE TO PROTECT THE LOSS, MISUSE OR ALTERATION OF YOUR INFORMATION

When you provide us with your personal information, we take appropriate measures to ensure that it's treated securely.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. You are responsible for the password which enables you to access certain parts of our websites and for keeping this password confidential.

USE OF 'COOKIES'

Like many other websites, our website may use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites run by other organisations. This Privacy Policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites including if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

TRANSFERRING YOUR INFORMATION OUTSIDE OF THE EU

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have equivalent data protection laws to the EU. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Privacy Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

WEBSITE RECORDING

Our web site may also use web site recording services which may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal data. Data collected in such a fashion is for our

internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

MODIFICATION

We may modify this Privacy Policy from time to time and will post the most current version on our site. If a modification meaningfully reduces your rights, we'll notify you in accordance with the procedures set forth in our Terms of Service.

REVIEW OF THIS POLICY

We keep this Privacy Policy under regular review. This Privacy Policy was last updated 09 January 2024.