

EOQ Privacy Policy

This Privacy Policy regulates the processing of your personal data by the European Organization for Quality (EOQ), International non-profit organization, with registered office at 1000 Brussels, Arduinkaai/ Quai aux Pierres de Taille 29 (hereinafter referred to as "we", "us", "our"). You can contact us using the following EMAIL: eoq@eoq.org

EOQ attaches great importance to the careful and transparent handling of your data. Personal data is therefore carefully processed and secured. In doing so, we comply – to the maximum extent – with the law and regulations on the protection of personal data. Concerns about how to handle your privacy correctly will continuously be integrated into our processes and we will systematically close any gaps. We therefore expressly invite you to share your concerns, questions and feedback with us so that we can take them into account.

What personal data do we store?

In the first place, we address you in your professional capacity. In other words, we only collect data with professional relevance.

We store general personal information: your name, birth date and place, company address, telephone number, company name, e-mail address, company website or company number. If you wish to receive our communications via a private address or private e-mail address, you also give us your unambiguous and express consent to treat this data the same as professional e-mail addresses.

What do we use personal information for?

Information is used for the following purposes:

- To optimally perform the services offered
- To draw up a contract as soon as there is an agreement to work together
- To send invoices after finalising an order
- To inform you about our services
- To improve our services

Legal basis of the processing of personal information

- Legitimate interest
- Conclusion and/or performance of an agreement
- To comply with legal obligations

When will data be shared?

Your personal data are never simply sold or passed on to third parties with commercial intentions.

We are a network organisation of and for our members. All EOQ members know each other personally and are free to exchange their data among themselves. When contact details are requested from outside the organisation, they will only be provided with the express consent of the person/organization concerned. Requests made via the website will be forwarded using a contact form without disclosing the direct contact details, unless required for further processing and with the consent of the applicant.

All persons and organisations listed in the registers are publicly available on our website. Although explicit permission has been given for this in advance, we would like to be informed if you (or your organisation) no longer wish to be listed and we will remove your details from the list.

Inherent to the functioning of EOQ is the very close cooperation with all its members and more particularly with Competence Center Agents. Through regular meetings and internal communications, all parties concerned comply with EOQ's privacy policy, for all acts in which EOQ is directly or indirectly involved.

We also share personal data with the government if there is a legal basis for doing so.

Your rights :

You have different rights that you can exercise by contacting us using the contact details above.

- Right to access, consult, correct, erase and restrict: You have the right at any time and free of charge to view your personal data by accessing the personal data that relates to you and that is processed by us, have any incorrect/incomplete personal data corrected, have personal data erased or supplemented, or in certain cases have the processing of your personal data restricted or object to its processing.
- Right of free data transfer: You have the right to obtain your personal data that is processed by us in a structured, customary and readable form, to transfer the data to other data controllers and/or have the data directly transferred by us to a service provider specified by you.
- Right of objection: You have the right to object to the processing of your personal data for serious and legitimate reasons.
- Right to withdraw permission: You have the right to withdraw any permission to process your personal data given earlier.
- Right to submit a complaint: You have the right to lodge a complaint regarding all privacy issues by contacting us (eoq@eoq.org). If you are not satisfied with the response to your question or complaint from us, you also have the right to lodge a complaint with the National Representative in the Member State of your habitual residence. You can find all contact details of our members on our public website: www.eoq.org.

How do we secure your personal data?

The EOQ has taken all technical and organisational initiatives for maximum security of your data, making sure no unauthorised parties can access it.

What data do we store when our website is visited?

Our website is able to collect cookies. For our web analysis we use Google Analytics to evaluate surfing behaviour and general web traffic (for example : date and time of visit ; pages visited ; ...). This data only serves to understand how long visitors stay on our site, what their interests are. No personal data will be shown or used here.

EOQ respects the rules concerning collecting data and the collected data will not be passed on.

Information about children

Our network is very explicitly aimed at professionals and not at minors. Therefore, we do not collect data from minors.

Information that you publish yourself or share with third parties

If you provide personal information to third parties, we are not responsible for what they do with your information.

How long do we store your personal information?

We keep your personal data as long as necessary to provide you with our services and/or in accordance with legal obligations.

Irrespective of the period during which we save your personal data, we will also erase your personal data if you explicitly request us to do so using the contact details above.

When will the Privacy Policy be updated?

In line with legal and practical developments in privacy, we regularly update our policy. This version was last updated on **12 October 2023** and approved on **08 November 2023** by the Executive Board and the General Assembly.

You can always find the most recent approved version of our Privacy Policy on EOQ's public website : www.eoq.org.

As mentioned above, we actively invite everyone to share any questions and feedback they may have about this Privacy Policy with us. We will make every endeavour to assist you.