

Our Privacy Policy

Version 1.3

Date: 1 June 2026

1 Identity of the controller

This privacy policy has been drawn up by Savaco NV (company number 0442.901.901) and Savaco Holding NV (company number 0694.841.385), both with registered office at Beneluxpark 19, 8500 Kortrijk (hereinafter jointly referred to as "Savaco").

If you have any questions about the processing of your personal data or about exercising your rights, please contact us at privacy@savaco.com.

When you contact Savaco, personal data may be exchanged that allows us to identify you as an individual or as a representative of an organization. Examples include your name, email address, address, and phone number. This is your "personal data" within the meaning of the General Data Protection Regulation (GDPR).

Contact details of the Data Controller:

Data controller	Savaco NV (0442.901.901) — Savaco Holding NV (0694.841.385)
Registered office	Beneluxpark 19, 8500 Kortrijk
Privacy contact	privacy@savaco.com

2 What personal data do we process and for what purpose?

Savaco collects and processes personal data of the following categories of data subjects, among others:

- Contacts at (potential) customers
- Candidates for a position within Savaco
- (Former) employees and self-employed freelancers
- Other people with whom Savaco maintains professional contact

All processing is carried out in accordance with the GDPR: lawful, fair, transparent, purpose-bound.



2.1 Overview of processing purposes

Savaco processes personal data for the following purposes:

- **Customer management:** prospect management, contact details, company and identification data, financial data and project information.
- **Recruitment:** professional contact details, job title, work experience and career details of candidates.
- **Communication and marketing:** providing information about professional activities, events and newsletters through our communication channels.
- **Social media:** When you reach out through a social media platform, data may be shared from that platform. We recommend that you read the privacy conditions of the relevant platform.
- **Performance of contracts:** processing necessary for the fulfilment of contractual obligations to customers.
- **Financial and accounting obligations:** invoicing, accounting and reporting in accordance with legal requirements.
- **Data analysis and quality improvement:** use of data (and in certain cases AI systems) to improve the efficiency and performance of our services. AI applications are deployed on the basis of a risk approach in accordance with the applicable regulations, qualifications and impact analyses.
- **Compliance with legal obligations:** processing required by applicable laws and regulations (e.g. employment law).
- **Legitimate interest:** processing that is necessary for Savaco's legitimate interest, such as security considerations, provided that the interests of data subjects do not outweigh the interests of data subjects.
- **Camera surveillance:** camera surveillance is used on Savaco's premises and buildings to promote safety and smooth business operations. Camera images will be deleted after 30 days at the latest, unless there is a legal basis for longer storage (e.g. in the event of an identified incident).
- **Cookies and web analytics:** When you visit our website, data is automatically collected via cookies and similar technologies. On your first visit, you will be asked to set your cookie preferences. More information can be found in the cookie statement.

2.2 Savaco as a processor (service provider)

When Savaco provides services to customers, it processes personal data and data on behalf of and under the instructions of the customer in question. In that case, Savaco acts as a Processor and the customer is the Controller.

For questions about the processing or deletion of personal data in that context, please refer to the customer in question.



3 With whom is your personal data shared?

Savaco will only share your personal data with third parties to the extent necessary for the purposes described in section 2. We select partners who offer an equivalent level of protection.

Your personal data may be shared with, among other things:

- IT infrastructure and cloud service providers
- Administration and accounting firms
- Subcontractors and sub-processors
- Public administrations, where required by law

In principle, Savaco does not transfer your personal data outside the European Economic Area (EEA). If a transfer outside the EEA is nevertheless necessary, Savaco ensures that appropriate safeguards are in place in accordance with the GDPR, such as standard contractual clauses or the EU-US Data Privacy Framework.

4 How long do we keep your personal data?

Savaco does not store personal data for longer than necessary to achieve the purposes for which it was collected, taking into account legal retention obligations.

Category	Retention period
Recruitment	Recruitment and selection is done via the Teamtailor platform, which is subject to the following privacy policy: https://careers.savaco.com/privacy-policy . This policy sets out the deadlines for recruitment and selection.
Customer files	Depending on the duration of the agreement and the applicable legal retention obligations. Contact us for more information.
Camera images	Up to 30 days, unless a legal exception applies.

For more information on specific retention periods, please contact our privacy team at privacy@savaco.com.

5 Your rights as a data subject

Under the GDPR, you have the following rights in relation to your personal data. You can exercise these rights by contacting our privacy team at privacy@savaco.com.



5.1 Right of access and copy

You have the right to know which of your personal data we process and to receive a copy thereof. You can also request additional information about the processing purposes, categories of data and possible recipients.

5.2 Right to rectification

If you believe that we hold inaccurate or incomplete personal data about you, you have the right to request correction or completion.

5.3 Right to erasure ("right to be forgotten")

You can request that your data be erased without undue delay. However, we are not always able to comply with this request, for example if the data is still required for the performance of a contract or if a statutory retention obligation applies.

5.4 Right to restriction of processing

You can request that the processing of your data be temporarily restricted, for example while its accuracy is being verified.

5.5 Right to withdraw consent

Where processing is based on your consent, you have the right to withdraw it at any time. The withdrawal of your consent does not affect the lawfulness of the processing before the withdrawal.

5.6 Right to object

You have the right to object to processing based on Savaco's legitimate interest or on the public interest. In that case, we will cease the processing, unless we can demonstrate compelling legitimate grounds.

You can object to the processing of your data for direct marketing purposes at any time and without giving reasons. For commercial emails, you can easily unsubscribe via the unsubscribe link at the bottom of each email.



5.7 Right to data portability

You have the right to receive the personal data that you have provided to us yourself – on the basis of consent or a contract – in a structured, commonly used and machine-readable format, so that you can easily transfer it to another controller.

5.8 Right of complaint

If you believe that we are processing your personal data unlawfully, you have the right to lodge a complaint with the competent data protection authority. As a Belgian company, we refer you to:

Belgian Data Protection Authority (DPA)

Rue de la Presse 35, 1000 Brussels

Phone: +32 (0)2 274 48 00

Email: contact@apd-gba.be

An overview of the contact details of all EEA supervisory authorities is available on the website of the European Data Protection Board.

6 Your privacy during Savaco events

During events, it is customary to make atmospheric or video recordings of the attendees. By participating in an event organised by Savaco, you accept the possibility of taking photos and other audiovisual material of the event in which you are visible. You accept that these images may be used for promotion on the Savaco website or via social media.

If you do not wish to be on a photo/video, you are free to inform the photographer or cameraman during the event. He/she will therefore take this into account. If Savaco publishes a photo or video recording with your image and you object to this, you can always contact us via privacy@savaco.com and let us know which photo you would prefer to no longer see. We will then take the necessary steps to remove the photo.

For events, you will also receive a list of participants with the name and company name of all participants. With this we want to make it easier for you to exchange ideas with the other attendees and get ideas for your organization. By participating in the event, you give your explicit permission to include your name and company name in the list of participants. We hereby emphasize that your name and company name will only be shared with other participants of the event. If you do not want your name to be included in the list of participants, you can always contact us via privacy@savaco.com.



7 Temporary storage of images from surveillance cameras

Savaco uses cameras in and around the office building to ensure the safety of its customers, employees and operations. Savaco respects the specific rules that apply to surveillance cameras. If a surveillance camera is present, Savaco will let you know with a clearly visible sticker, for example. In addition, Savaco respects the guidelines of the government service IBZ Safety & prevention 'besafe' (www.besafe.be). As a rule, Savaco keeps video recordings from surveillance cameras in and around Savaco's buildings (indicated by a sticker) for a maximum of one month. In some cases, this can be longer:

- If the recorded images are useful for the evidence of actions to demonstrate a (possible) crime or nuisance;
- To prove damage or to identify a perpetrator, a disturber, a witness or a victim;
- If someone has exercised their right of access, long enough to be able to answer the question.
- Do you have questions about camera images? Then you can contact the e-mail address privacy@savaco.com.

8 Security and confidentiality

Savaco has developed security measures, adapted on a technical and organisational level, to prevent the destruction, loss, falsification, alteration, unauthorised access or accidental disclosure to third parties of personal data, as well as any other unauthorised processing of this data. Under no circumstances can Savaco be held liable for any direct or indirect damage resulting from an incorrect or unlawful use of the personal data by a third party.

Our website and services are not directed to anyone under the age of 16. If you suspect that a minor has provided personal data without valid parental or guardian consent, please contact us.

If you suspect a security incident or abuse, you can report this via privacy@savaco.com.

9 Data accuracy

Persons who communicate personal data to Savaco guarantee that this data is accurate, complete and up-to-date. The communication of incorrect data or data of third parties may lead to (temporary or permanent) restriction of access to Savaco products and services.



10 Provisions relating to the website

Savaco makes every effort to keep the information on its website correct and up-to-date, but cannot be held liable for inaccuracies or incompleteness in the published content, nor for damage resulting from this.

Savaco is not responsible for the content of external websites referred to via hyperlinks and accepts no liability for the content or policies of such sites.

The website is provided "as is". Savaco cannot be held liable for temporary unavailability or malfunctions of the system. In the event of force majeure – including hacking, cyberattacks, pandemics, war, natural disasters or power outages – no liability is assumed.

11 Intellectual property and copyright

All content on Savaco's website – including texts, images, logos and graphic elements – is and remains the property of Savaco. No part of the website may be reproduced, modified, distributed, sold or used for commercial purposes without the prior written permission of Savaco.

Scraping, storing electronically or in any other way processing information from the Savaco website for unapproved or unlawful purposes is expressly prohibited.

12 Changes to this Privacy Policy

Savaco reserves the right to change this privacy policy at any time, including to comply with new laws and regulations or as a result of changes in our processing activities. The most recent version can always be consulted on our website. Changes will take effect after publication.

If any provision of this policy is void or unenforceable in whole or in part, this shall not affect the validity of the remaining provisions. The void provision shall be replaced by a valid provision that comes as close as possible to the intended purpose.

This privacy policy is subject to Belgian law. The Belgian Data Protection Authority and the courts competent for Savaco's registered office have exclusive jurisdiction for disputes in connection with this policy.

Contact and questions

For any questions, comments or requests regarding this privacy policy or the processing of your personal data, you can contact us at any time via privacy@savaco.com.

Savaco NV | Beneluxpark 19, 8500 Kortrijk | privacy@savaco.com

