

Data Protection Notice

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1 In short

- **Camco Technologies NV** (hereafter 'Camco', 'we', 'us' or 'our') shall protect your **personal data** to the maximum reasonable extent and strictly process your data in compliance with the applicable privacy and data protection regulations;
- Depending the services we deliver to you, **we need to collect a limited set of** personal data, as described in this notice;
- Collected and processed data are **strictly limited to the intended use** for the period of use only;
- For legally required and essential communication opt-out is limited;
- To a certain extent you can exercise **your rights** to review, delete, correct, and query your data, submit complaints, etc. ... (in some cases your rights are limited by other legal provisions).

2 About us

2.1 Contact us

To exercise your subject rights or when you need more information, you can always contact us via these channels:

- By mail at contact@camco.be;
- Via contact form on our website (<https://www.camco.be/contact/>);
- By phone ([listed on our contact page](#)).

2.2 Company identification & contact

See our 'About Camco' page for details about Camco: <https://www.camco.be/about/>. See our contact page for details about our global sites: <https://www.camco.be/contact/>

2.2.1 General Contact

You can always contact us at contact@camco.be or via the contact form on our website: <https://www.camco.be/contact/>

2.2.2 HQ

Camco Technologies NV

Researchpark Haasrode
Technologielaan 13
B-3001 Heverlee
Belgium

Company registration number: BTW BE 0465.771.828

You can validate our company registration via the central [Kruispuntbank voor ondernemingen](#).

2.2.3 Other sites

Camco US

One World Trade Center, 8th Floor
Long Beach, CA 90831, United States

Camco Middle East FZE

JAFZA ONE Tower – Building A
Office N° FZJOAB 1003
Jebel Ali Free Zone,
Dubai, United Arab Emirates

Camco China

Unit 611, Bld#18, PortMix, No.2177 Shenkun RD,
Minhang District, Shanghai, China

Belgium - Ghelamco Arena

Meet District
Ottergemsesteenweg-Zuid 808B 187, 9000 Ghent, Belgium

3 What are our services that are processing your data?

3.1 Our business services

Camco Technologies is a Belgium-based private company that develops and markets visual-assisted terminal, gate and crane automation systems and solutions for marine and railway terminals. Our products and solutions enable our customers to increase the efficiency, productivity, safety and cost effectiveness of their operations.

To provide the mentioned business services, we need to process personal information of our clients and prospects.

3.2 Our website

Our website (www.camco.be) uses cookies to improve the experience of our website visitors. Please refer to our [cookie notice](#) for more information.

3.3 Publicity & Marketing

To grow our business, we possibly process personal data of our customers or prospects.

3.4 Visitor management

To maintain security on our premises and our website, we collect and maintain visitor data.

3.5 Company Internal operations (like HR, ...)

3.5.1 HR

If you have any questions as job candidate or current, future or former employee, please contact the HR department at hr@camco.be.

3.5.2 Legal and other services

To protect our business from a legal point of view we collect and maintain certain personal data.

4 How do we collect data?

4.1 From you directly

In many cases you provide us personal data directly, for example when you show interest in our business, when we perform prospecting or you show interest for open vacancies.

4.2 Via our business services

To enter into a business contract with our professional contracts, we collect personal data to comply with contractual requirements.

4.3 Via our business partners

In certain conditions we receive professional contact data from partners, forwarding your data to us on your request or because of legitimate interest. We will inform you on receipt of the information at first contact with you.

4.4 Via Events

Occasionally, we organize physical or online events, potentially with other commercial partners. When you register to our event, this information is recorded with a clear data protection notice. In case this information is used for prospection or direct marketing you'll be informed at the moment of collection.

4.5 Via our website

As explained in the next section, we collect a limited set of personal data via our website.

4.6 Via social media

Via interaction on social media, like for example LinkedIn, we might get in touch and interact with you for our business.

5 Which data do we collect?

5.1 Website visitors

When using the website, we collect the following information regarding you as a visitor:

- Your location:
 - To perform analysis on the visits to our website and to secure our website from malicious visitors, we collect the following data of our website visitors:
 - Country;
 - IP;
 - Device type (desktop, tablet, phone).
- Cookies: see our [cookie notice](#)
 - First party cookies we manage ourselves;
 - Third party cookies provided by partners to manage our website.

5.2 Job applicants

If you apply for a job, we keep the following personal information that you provide to us with

- First name;
- Last name;
- Personal contact data like e-mail, phone or mobile number, home address;
- Curriculum Vitae;
- Additional information from your side relevant to the hiring process.

5.3 Prospects

This information will be kept if you contact us via our website:

- Personal identification, incl. first name and last name
- Contact data like e-mail, and phone number
- Company name;
- The correspondence you send us.

If you contact us via social media, we will process personal data that can be found on your personal page and the information within the correspondence on the social media platform.

5.4 Customers

- Technical installation data from the Camco product's location;
- Invoicing and payment data, when amounts must be charged;
- Contact data such as name, e-mail and phone number for conducting a project or when you contact our support desk;
- Other data that you share with us or input via projects conducted with you and our products installed at your site.

5.5 Partners and suppliers

If you are a partner or supplier, we might process personal data to create legally compliant contracts with you or to ease the co-operation with you. You will be informed of this processing of personal data.

6 Purpose definitions

6.1 Execution of agreement

Camco's services are, amongst others: to deliver products that support port terminal operations all over the world.

If you use the above-mentioned service, we use your personal data for the following purposes:

- To allow you to use the products we install at your terminals;
- To improve our products;
- To provide you with the appropriate support concerning the usage of our product/services.

6.2 Communication

Your personal data might be processed for communication purposes in the following circumstances:

- To communicate with you after contact initiation via our website, contact e-mail or phone;
- To provide you with (targeted) information on services and products (only if you are customer or based on legitimate interest);
- In any case, you can always opt out of receiving any more of these communications.

6.3 Website

If you visit our website, we collect personal data via cookies for

- To improve, effectively present, and personalize our website;
- To display (targeted) messages on our website;

- We use the analytical services from third parties to evaluate your usage of the website by with the following:
 - Reports on the activity;
 - Anonymous demographic data;
 - Performance data.

Some third parties use cookies to integrate features into our website, like YouTube videos. Please see our [Cookie Notice](#) for more info.

7 Legal basis for the processing of your data

We process your personal data in strict accordance with the applicable privacy and data protection legislation and on the basis of legal grounds outlined below.

7.1 Performance of a contract

We need to process some of your personal data to deliver our services and comply with our contractual and legal obligations. For example, we need your contact details to inform you about installation of one of our products at your site, as agreed in contracts with you as a customer.

7.2 Legal obligations

In some cases, we are legally obligated to process certain information about you, for example, because of tax and VAT, when we have to send you invoices.

7.3 Public and vital interest

In limited situations, defined by law we might need to process personal data due to public or vital interest, for example in case of (medical) emergency.

7.4 Consent

We may also process your data if you have provided explicit consent, for example ...

- ... when you request information;
- ... when you send us your personal information in case of interest for an open vacancy.

7.5 Legitimate interest

If you are a customer or more generally in an existing trade relationship with us, we will send you information about our products and services based on a legitimate interest to act upon the trade relationship.

8 How do we protect your data?

8.1 State of the art security measures

We secure all personal data when it is collected, transferred, stored or processed in any other way, with state-of-the art, up-to-date security and technology.

We will not publish details about the technology in use, but on request and under NDA we can provide required details to our stakeholders, where relevant.

We work compliant with the ISO 27001 principles and with applicable legislation depending on the region of our service offering.

8.2 Use of Cloud Services

Some operations at Camco are based on cloud services. In any case, we ensure that your data is always processed within the EU or, if data processing in the EU is not preferable or possible, we will avoid the use of cloud services.

8.3 Reliable partners

We ensure that we only allow reliable partners to process your data, verifying that they will process data in compliance with the requirements of this Privacy Policy and the privacy regulations.

8.4 Technology

We protect your data including (but not only) security measures for

- access control (login requirements, password policy, role division, etc.),
- storage (encryption, backup, etc.), and
- external access (firewall, antiviral software, etc.) of the media on which personal data is stored,

8.5 Organizational controls

This includes raising awareness among employees about the importance of privacy, the enforcement of policies, the continuous maintenance of a data register, compliance with a data policy, etc.

Despite the security measures that we take, it is important to know that the transfer of data via an Internet connection is never without risks and you must take the necessary precautions when you are connected with the Internet in order to protect yourself from viruses, malware, etc.

9 You have control over your data

At any time, you can contact us to exercise your rights, via the contact methods as listed in the 'About us' section.

9.1 Right to withdraw consent

In case the processing of your personal data is based on consent, you have the right to withdraw this consent at any time. The withdrawal of consent does not affect the lawfulness of the processing before its withdrawal.

9.2 Right of access

You are always entitled to know...

- ... which data we have about you;
- ... how, where, and for how long it is processed.

9.3 Right of rectification

You have a right to access and correct the data we have about you.

9.4 Right to be forgotten

- You can exercise your 'right to be forgotten' or request that we suspend the processing of your data;
- You can always refuse any form of direct marketing, profiling or automatic decision-making;

You can retract any permission you may have given for processing your data at any time.

We will comply with the above requests as soon as possible and within the required response times as defined by the law (ref. GDPR).

In case of violation of Camco's rights or neglectation of obligations from your side, we can reasonably limit the exercise of your right to be forgotten.

9.5 Right to data portability

If processing is based on consent or necessary for the performance of a contract to which you are a party or in order to take steps at your request prior to entering into a contract, and if such processing is automated, you have the right to receive the personal data concerning you, which you provided, in a structured, commonly used and machine-readable format and to transmit such data to another controller. However, this right is limited in case portability would harm to the rights and freedoms of others.

9.6 Right to object

You have the right to object to the processing of your personal data for non-essential services at any time as long as the exclusions mentioned in Art. 17.3 of the GDPR do not apply. Any essential communication of Camco is not considered direct marketing.

9.7 Right to restrict processing

You have the right to restrict processing of personal data in the circumstances mentioned in Art .18.1 of the GDPR, for example in case you contest the accuracy of the personal data.

9.8 Right to lodge a complaint

9.8.1 *Contact us first*

If you are of the opinion that we are not handling your data correctly, then we wish to know what your objections are so that we can investigate these and rectify the situation, when necessary.

9.8.2 *Escalation options*

We would like to work with you first to handle your complaint.

If you think we did not handle your complaint according to your expectations, you are entitled to file a complaint to the data protection authority in your country of residence, for example:

- [De Gegevensbeschermingsautoriteit \(BE\)](#)
- [De Autoriteit Persoonsgegevens\(NL\)](#)
- [Der Bundesbeauftragte für den Datenschutz \(DE\)](#)
- [CNIL, La Commission Nationale de l'Informatique et des libertés \(FR\)](#)
- [La Commission nationale pour la protection des données \(LU\)](#)
- [Garante Per La Protezione Dei Dati Personali \(IT\)](#)

You can find the full list of EU authorities on this page: https://edpb.europa.eu/about-edpb/about-edpb/members_en.

Please be aware that you'll be asked to contact us first, as you are expected to expedite the process with the data controller first before you escalate to the data protection authority.

10 Where do we process your data?

- Within the EU as much as possible;
- Outside the EU when an appropriate level of protection is offered in conformance with the GDPR.

11 How long do we keep your data?

We store your data for as long as necessary for the above-mentioned purposes.

Personal data will not be stored for any longer period than is reasonably justifiable based on the reasons for its processing and the legitimate needs arising from this. These storage periods do not violate your right to be forgotten.

When the deletion would violate the rights and regulations of third parties (such as transaction data), we will have to keep the data to comply to the regulations of those third parties.

11.1 Security camera footage

Footages of the security cameras at Camco sites are kept for 6 months. Your presence at one of our sites will imply that you are filmed.

However, only authorized persons employed by Camco and relevant authorities like police force will have access to the data after a serious suspicion of a crime, proof of a report or in the context of legal proceedings and after approval by Camco management. This permission is given on a need-to-know basis.

11.2 Cookies

See our [Cookie Notice](#).

12 Which third parties process your data?

12.1 Data processors in our business activities

For the following processing tasks, we collaborate with data processors. These are other companies that process your data on our behalf, but which are not allowed to use this data themselves, including (but not limited to):

- Hosting, analyzing and managing our website
- Sending and receiving large files via transfer.camco.be
- Backing up operational data;

- Post and package processing by couriers, such as BPost, DHL, etc.
- ...

12.2 Website

Our website uses third party cookies for companies that could process your data for their own purposes. You can manage, allow or block these cookies via the cookie settings in your browser. For more information see the Camco [Cookie Notice](#).

12.3 We use cookies, pixels, and other tracking technologies

More detailed information is available in our [Cookie Notice](#). In general, we use cookies to...

- ... guarantee and improve the operation of our website;
- ... remember you and provide a consistent website view, if you provide consent;
- ... show you targeted publicity, if you provide consent;
- ... analyze, improve, and personalize the use of our website;
- ...

13 Terms and Conditions

The use of Camco services is subject to our General Terms and Conditions, which can be requested via sales@camco.be.

14 Applicable Data protection legislation

This Data Protection Notice must be read in such a way that it complies with the 'Data protection Regulations', including the applicable international, European (e.g. GDPR), and national legislation and binding recommendations and regulations, issued by other data protection and privacy authorities.

15 Version

15.1 Latest version

This policy was last reviewed and updated on 7 July 2023.

15.2 Updates

We may update this policy from time to time by posting a new version on our website. You should check this page regularly to ensure that you are aware of any changes to this policy.

15.3 Notifications

We will notify you of significant changes to this policy by posting it on our site, or contacting prospects and customers, where applicable and reasonable.

15.4 Archive

We also maintain an archive of changes. You can consult this archive by contacting security@camco.be.