

Privacy protection Policy

IMMOWAZE

The purpose of this Policy is to inform you about how your personal data may be processed by Immowaze as a data controller. This Policy also sets out your rights with respect to our processing of your personal data.

Immowaze undertakes to act in a transparent manner, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and the free movement of these data, and repealing Directive 95/46/EC (hereinafter referred to as the "GDPR "). For any question / request / complaint, you can contact us:

by email: hello@immowaze.be

by post: Immowaze SRL, Rue de l'industrie, 20 à 1400 Nivelles.

Immowaze's websites and software may contain links to third party websites of interest. Please note that Immowaze is not responsible or liable for any processing of your personal data via these websites. Immowaze encourages you to review each website's privacy policy before disclosing any personal data.

1. In what context may Immowaze process your personal data?

Immowaze offers a CRM software and related services to real estate agents. Our software is a complete and mobile IT solution to assist real estate agents in their administrative and commercial activities. Immowaze also offers third party suppliers of services or products related to the sale or renting of real estate ("marketplace customers") the possibility to use the software and to enable Immowaze real estate customers to order services or products directly from them.

In this context, Immowaze may process your personal data when you contact Immowaze, when you visit the Immowaze websites or social media webpages, when you complete an online form, if you are a potential customer of Immowaze, when you order or use Immowaze's software or services, as a result of your relationship with one or more of Immowaze's customers or if your data have been transferred to Immowaze via a third party. With respect to these personal data, Immowaze acts as data controller in accordance with this Privacy Policy.

If you are a real estate or marketplace customer of Immowaze, you may process personal data from your customers, prospects and contact persons via the Immowaze software. With respect to these data, you act as data controller and Immowaze acts as data processor on behalf of you. With respect to these data, we refer to the data processing agreement between us included in Immowaze's general terms and conditions.

2. What categories of data may be processed by Immowaze as data controller?

The personal data that Immowaze may collect from its (potential) customers and software users would typically include their name, email address, telephone number, company information, job title, payment information, user names and passwords, as well as information on the use that is made of the Immowaze software and services or the products and services offered via the Immowaze software. If you contact or interact with Immowaze, e.g. via its website or by email, Immowaze may process personal information such as your name, email address and company information, or other information that is relevant to your communication or enquiry.

The Immowaze websites and software use cookies – a small text file containing a string of alphanumeric characters – to enable Immowaze to keep track of your choices and preferences (such as language choice) and to enhance your use of the websites and software. Immowaze also uses third party cookies such as Google Analytics to help Immowaze understand the use that is made of its websites and software, and cookies that make it possible for you to share content via social media such as Facebook, LinkedIn, and Twitter. By using these external links you are entering the respective social media-platforms which use cookies and scripts that hold your data. By using these services, we assume that you are familiar with and agree with their privacy policy and your privacy settings there, over which Immowaze has no control.

By using the Immowaze websites and software, you agree to the use of cookies on your device. You can enable or disable cookies by modifying your browser settings. Please note, however, that certain parts or functionalities may be inaccessible or unavailable if you disable the use of cookies.

3. For what purposes does Immowaze process your personal data?

Immowaze may process your personal data for the following purposes:

- to set up your account and to provide its website, software and services to you;
- for customer administration and relationship management;
- to communicate with you and to respond to your questions, requests or complaints;
- to improve, develop and market new services;

to inform you of new products and services, promotions, and other information that may be of interest to you;

to identify potential customers;

to operate its websites and software and to improve their technical and functional management;

to enforce its legal rights and to protect the rights of third parties;

to prevent fraud and illegal content and behaviour;

to comply with its legal obligations.

For these activities, the processing of your personal data is based, as the case may be, on your consent, on a (pre-)contractual relationship, on a legal basis, or on Immowaze's legitimate interests as a business (i.e. Immowaze's legitimate interests to provide services, to manage customer relations, to provide a safe and well-functioning website, to prevent fraud, etc.). Immowaze does not retain your data longer than necessary to achieve the purpose(s) for which they were collected or as long as it is required by law or competent authority.

4. Are your personal data communicated to third parties?

Immowaze employees, agents or independent contractors may access your personal information to the extent necessary for operational purposes or in the performance of their duties (e.g. maintenance of the software, etc.). Immowaze may also share your personal data and aggregated or de-identified information with third-party service providers that it engages for the provision of its software or services, such as IT service providers, web analytics providers, chat messenger providers and payment processors. It is also possible that Immowaze discloses personal information to a third party if it believes that such disclosure is necessary for preventing fraud, enforcing its agreements, or protecting the safety of its customers, or if Immowaze is required by law or by court or regulatory order to disclose your data.

When you choose to order products or services from marketplace customers, personal data may be shared with these marketplace customers. Immowaze does not control the use of your personal data by these marketplace customers, which is based on their own privacy policies.

5. What are your rights and how can you exercise them?

You have the right to request access to the personal data that Immowaze processes about you and to correct these data. In certain circumstances, you also have the right to request a restriction of the processing of your personal data, or to have your personal data deleted.

You also have the right to object (i) to the processing of your personal data for direct marketing purposes and (ii) if substantiated and except if Immowaze can demonstrate compelling legal grounds for the processing, to the processing of your data based upon Immowaze's legitimate interests.

You may also request to receive your personal data in a structured, commonly used and machine-readable format and to have those data transmitted to another controller.

If the processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. This does not affect the lawfulness of the processing based on your consent before your withdrawal.

Please note that some of these rights are subject to legal conditions and may be limited.

If you wish to exercise any of the rights described above, you must send your written (including electronic) request, dated and signed, to Immowaze with proof of your identity (see mail and email address above). You also have the right to file a complaint with the competent data protection authority (for details about the Belgian Data Protection Authority, see <https://www.dataprotectionauthority.be/>).

6. What are the security measures taken by Immowaze?

Immowaze pays particular attention to the protection of your personal data and therefore undertakes to implement all appropriate security measures to protect your personal data against loss, theft, misuse or alteration of information received, disclosure or unauthorized use, such as encryption technologies that are recognized as industry standards within the IT sector.

7. What happens if there is a change to this Policy?

This Privacy Policy may vary from time to time. You can always view the latest version of this Policy on the Immowaze websites.

This version of this Privacy Policy dates from April, 20 2020.