

Privacy Policy

Vintia Privacy Policy

1. WHO IS THE CONTROLLER OF YOUR PERSONAL DATA?

We inform you that the personal data you provide to us will be processed by Vintia NV ("Vintia"), with registered office at 8900 Ypres, Ter Waarde 50/4a, registered with the Crossroads Bank for Enterprises under number 0440.714.748, for the purposes described below.

For certain processing activities, your personal data may be processed by entities of the Vintia Group (the "Group entities"). Where this is the case, it is mentioned in section 3 of this privacy policy. The Group entity acting as the controller of your data depends on where you are located or is stated in the contract you have entered into with Vintia. The relevant Group entities besides Vintia NV are:

Vintia SAS, 130 Boulevard de la Liberté, 59000 Lille, SIRET 98049632700019

Vintia BV, Coltbaan 29a, 3439 NG Nieuwegein, 20111727

Vintia Ltd, Unit 33, Waterside, Schooner Court, 44-48 Wharf Road, London N1 7UX

You can contact the Vintia Data Protection Officer via the contact form "Contact our Data Protection Officer".

2. WHAT PERSONAL DATA DO WE PROCESS AND WHEN?

Vintia will process the personal data you provide through the websites that Vintia owns or makes available (the "Websites"), depending on the use you make of any of these Websites. In this regard, we inform you that you will be asked for personal data to perform certain operations or so that you can make use of certain services on the Websites. The fields marked with an asterisk (*) are strictly necessary to perform the requested operations and/or to provide you with the services offered through the Websites. If you do not provide this necessary information, it will be impossible for us to perform the corresponding operation or provide the aforementioned services.

This policy also applies if you have provided your data to us in another way and have been referred to this policy to obtain the relevant information on the processing of your data, including when you contact us by e-mail/telephone, when you act as a contact person for a customer/supplier, when you use our service desk, or when we obtain your professional contact details in the context of B2B relationships.

Also when you have made your personal data public on public media (e.g. VDAB) or social media (e.g. LinkedIn) from which it could appear that you are interested in employment at Vintia. In that case, we will first ask you whether you are interested in registering with us in accordance with our terms and conditions and in compliance with this privacy policy. If you are not interested, we may process a limited number of your data in order to comply with your wish not to be contacted by us.

Depending on the purpose of the processing, we may process the following categories of personal data:

Identification and contact data: name, professional e-mail address, telephone number, position and organisation.

- Account and user data: username, (hashed) password, user role and access rights.
- Communication data: content of messages via contact forms, e-mail correspondence and service desk/support tickets

(including attachments).

- Commercial and relationship data (B2B): professional contact details of customers, prospects and suppliers, and information relating to the contractual relationship.
- Application data: CV, cover letter and other data provided in the context of an application procedure.
- Marketing data: e-mail address for newsletters and marketing communication preferences.
- Technical data: IP address, date and time of access, browser and device data, and log data.
- Not all the above personal data are processed in all cases; the processing is limited to what is necessary for the purposes described in this privacy policy.

You confirm and guarantee the accuracy and correctness of the data provided and that they are adapted to your current circumstances. In this respect, you agree to communicate any changes that may occur therein, in accordance with the procedure described in section 7 "What rights do you have when you provide us with personal data?", whereby Vintia reserves the right to exclude from the registered services any user who has provided inaccurate data, without prejudice to other actions taken under the law.

3. WHY AND FOR WHAT PURPOSE DO WE PROCESS YOUR PERSONAL DATA?

You are hereby informed of the purposes of the processing that Vintia will carry out on your personal data and the legal basis for these processing activities, depending on the specific Website and the section where you provided the information.

3.1. When you contact us via a contact form:

The Websites contain various contact forms that allow you to contact us to inform us of your questions and requests about Vintia, our products and services, our participation in events and all other Vintia-related aspects that may interest you.

The personal data you provide through these contact forms are processed by Vintia on the basis of its legitimate interest in contacting you to answer your question or request.

Furthermore, provided that you give us your consent via one of the checkboxes available in the contact forms of the Websites, we will use your identification data, your position and the company where you work, as well as your contact details, to keep you informed, by any means, including electronic means, about the products and services marketed by Vintia that may be of interest to you. You may withdraw this consent at any time in accordance with the procedure set out in section 7 of this Privacy Policy.

3.2. When you contact us for recruitment:

If you are interested in joining the Vintia team, you give us your consent via the corresponding form or by e-mail, so that we can process your application for recruitment purposes. We will use your identification data, your contact details and all other data contained in your CV to manage your possible participation in current selection procedures, and to keep you informed of possible future selection procedures for which you may be eligible and to manage your participation therein.

3.3. When you subscribe to our newsletters:

On the basis of the consent you have given via the subscription form, Vintia and/or the corresponding Group entities will use your identification data and contact details for sending the newsletters to which you have subscribed in connection with the

products and services marketed by Vintia and our Group entities, and also to keep you informed of interesting related news.

3.4. When we send you commercial messages as a contact person of our customer or potential customer:

As a contact person or representative of one of our customers, Vintia may send you commercial communications relating to our products and services. We will do so on the basis of our legitimate interest in promoting our products and services to further our commercial activity, and to offer new products and services or improve the conditions of the products and services for which you have already entered into a contract.

In the event that you are a contact person of a potential customer or an otherwise relevant contact, Vintia may process your identification and contact data to send you commercial communications relating to our products and services, provided that you have consented to receiving such communications. You may withdraw this consent at any time in accordance with the procedure set out in section 7 of this Privacy Policy.

3.5. When you are a contact person of a customer or supplier:

Vintia will process your identification and contact data as a contact person, employee or representative of our customer or supplier in order to enable the development, execution and monitoring of the agreed contractual relationship with our customer or supplier. Where your company has outsourced the services of one of the Group entities, Vintia will communicate the required data to that Group entity, which will also process them.

3.6. When you are a registered user of our Customer Service Centre:

We provide an online service portal to which you have access after registration. In this service portal, offered through the Customer Service Centre, your support files are maintained. In this context, Vintia processes your personal data to manage your registration on the relevant website and to provide the services linked to your account. Please note that some of these online services are subject to restricted access, meaning that not all Website users can make use of these services.

Vintia may communicate these data to the Group entities in accordance with the geographical area where you are located or with which you have entered into a contract, for the abovementioned purposes, in order to guarantee the provision of services according to the criteria established by Vintia and to ensure certain standards and quality of the contracted services, depending on your place of residence.

The processing of your account data will be based on:

Contractual or pre-contractual relationship: when you have an existing relationship with Vintia or the Group entities as a customer, integrator, commercial partner of our products and/or services. This also includes all contacts we may have with you in connection with this existing relationship.

Legitimate interest: when we use the data to maintain, develop and improve our products and services, and to monitor compliance with our Intellectual Property Rights, and when we communicate with you to keep you informed about our products and/or services that may be of interest to you.

3.7. Legal compliance purposes:

In addition to the specific purposes mentioned above, Vintia may also process your personal data if this is necessary to comply with our legal obligations (such as complying with the legally determined minimum data retention periods) and to communicate the data to public authorities, regulators or government bodies in those cases where the law, local regulations

or compliance with legal obligations so requires.

3.8. For the sake of completeness:

When Vintia processes personal data on behalf of and in accordance with the instructions of customers, Vintia acts as a processor within the meaning of Article 28 GDPR. In that case, the customer is responsible for providing privacy information to data subjects.

4. WHO MAY RECEIVE YOUR PERSONAL DATA?

In accordance with the conditions described in section 3 “Why and for what purpose do we process your personal data?”, Vintia may transfer its personal data to the relevant Group entities and to the required public authorities, under the conditions set out in the aforementioned section.

Furthermore, Vintia relies on the cooperation of certain third-party service providers who may have access to your personal data and process them as data processors on behalf of and for the account of Vintia for the provision of services. In this regard, Vintia follows strict criteria for the selection of suppliers in order to comply with its data protection obligations and undertakes to sign the corresponding data processing agreement with them, imposing on them, among other things, the following obligations: to apply appropriate technical and organisational measures; to process the personal data for the agreed purposes and only in accordance with Vintia’s documented instructions; and to delete or return the data once the provision of services ends.

We inform you that Vintia does not sell your information to third parties.

5. WILL WE CARRY OUT INTERNATIONAL TRANSFERS OF YOUR PERSONAL DATA?

The abovementioned recipients may in certain cases be located outside the European Economic Area (EEA). In those cases, Vintia requires that these recipients comply with the personal data protection measures set out in a binding Agreement, such as the standard contractual clauses, except in cases where the European Commission has determined that the country where the recipient is established provides an adequate level of protection of Personal Data. You can obtain a copy of the measures required by Vintia by contacting Vintia at the address stated at the end of this policy.

6. HOW LONG DO WE RETAIN YOUR PERSONAL DATA?

We do not retain your personal data for longer than is necessary for the purposes for which they are processed. Therefore, the data retention periods depend on the purposes for which we collect and use them and/or as required to comply with applicable legislation, as set out in this privacy policy.

In all the cases specified below, once these periods have expired, we will proceed with the deletion or anonymisation of your personal data at the time when all necessary operations have been performed to manage and terminate any obligations still existing between the parties, during which period we will carry out all necessary administrative procedures.

Notwithstanding the foregoing, your data may be retained in a secure manner for as long as liabilities may arise from the performance of our relationship with you and from compliance with other legal obligations.

In this respect, Vintia guarantees that it will not process the data unless this is necessary for the formulation, exercise or defence of claims or when requested by public administrations, judges and courts during the limitation period of their rights

or legal obligations.

Depending on the grounds for the processing of such data, we can distinguish the following general retention periods:

6.1. When you contact us via a contact form:

Your personal data provided via a contact form will be retained for the time strictly necessary to handle your request.

In any event, if you have given your consent to receive commercial communications from Vintia and/or the entities of our Group, your data will be retained until you indicate that you wish to unsubscribe and no longer wish to receive such communications.

6.2. When you contact us for recruitment:

Your personal data may be retained for a maximum of 3 years, or shorter if you indicate that you wish to withdraw your consent to the processing. However, if the applicable legislation in a particular jurisdiction provides for a shorter retention period than indicated, we will apply the corresponding legal period. Once the applicable period has expired without you having joined our team, we will destroy your personal data (including your CV); unless we request your express consent to retain your data for future procedures.

6.3. When you subscribe to our newsletters:

Your personal data will be processed until you inform us of your decision to unsubscribe from such newsletters or of your wish to no longer receive communications.

6.4. When we send you commercial messages as a contact person of our customer or potential customer:

Vintia will carry out the processing of the personal data of the contact persons of our customers for this purpose for as long as the relationship with the customer remains in force.

In the event that you are a contact person of a potential customer or an otherwise relevant contact, we will retain your personal data for the purpose of sending commercial communications until you inform us of your decision to unsubscribe from such communications or your wish to stop receiving them.

6.5. When you are a contact person of a customer or supplier:

Your personal data will be retained for as long as the contractual relationship remains in force.

6.6. When you are a user of our Customer Service Centre:

Your data will be processed for as long as you remain a registered user of our Service Centre, unless you request us to deactivate and/or delete your account or the contractual relationship you maintain with Vintia or the entities of our Group is terminated for whatever reason; unless Vintia needs to retain these data for longer in order to comply with legally determined data retention obligations.

In certain circumstances, Vintia may have the right to suspend your access to the service desk.

Furthermore, Vintia may deactivate your account after notification if you do not access a Website of which you are a registered user for a certain period.

7. WHAT RIGHTS DO YOU HAVE WHEN YOU PROVIDE US WITH PERSONAL DATA? WHERE CAN YOU LODGE A COMPLAINT?

We inform you that, in accordance with current legislation, you may exercise your rights of access, rectification, erasure, restriction, objection and data portability and the right not to be subject to a decision based solely on automated processing, via the contact form "Contact our Data Protection Officer" available here. If we cannot identify you as a user, we may in this regard ask you for additional information and, in case of doubt, request your proof of identity.

Likewise, you have the right to withdraw your consent to the processing based on your consent (i.e. the processing described in sections 3.2, 3.3 and 3.4) at any time via the contact form "Contact our Data Protection Officer". However, the withdrawal of consent does not affect the lawfulness of the processing based on the consent given prior to its withdrawal.

If you believe that Vintia or one of the entities of its Group has not respected any of the aforementioned rights, you have the right to lodge a complaint with the competent supervisory authority.

We do not make decisions based solely on automated processing within the meaning of Art. 22 GDPR.

8. AMENDMENTS

Vintia may, for various reasons, make improvements, additions or amendments to this privacy policy.

The most current version can be consulted at any time on the website www.vintia.com.

This version was drafted in May 2026.

Disclaimer:

This is a downloadable version of the website content that we make available to you for informative purposes for an easier consultation and filling. However, VINTIA assumes no responsibility for any errors or typos that the downloadable version may contain.

As VINTIA reserves the right to modify this content from time to time, please check on the Legal section of our website to find the latest version of the legal documents and their updates.