

DISCLAIMERS & PRIVACY POLICY

DISCLAIMER

1. Intellectual property rights

The Agoria online learning platform contains materials (i.e. texts, images, films, data, software, brands and trademarks) that are protected by intellectual property rights owned by Agoria and/or their licensors. Visitors to the online learning platform are granted; the right to consult the website and the material. This right of use is non-exclusive and non-transferrable. Agoria reserves the right to revoke this right at any time and without having to provide justification. Any other use of any element of the Agoria learning platform (i.e. reproduction, changes, publication or any other form of distribution) is prohibited, unless Agoria and/or the licensors have provided advance express permission in writing.

2. Unauthorized use of the website

You undertake as follows: (1) not to use the information for illegal purposes; (2) not to use the learning platform online in such a manner as may damage, modify, interrupt or stop the platform or impair its efficiency; (3) not to use the online learning platform to disseminate or install computer viruses nor to disseminate or install insulting, obscene or threatening material; (4) not to use the online learning platform online in such a manner as rights to privacy, protection of personal data or intellectual property are infringed; (5) not to use the online learning platform to disseminate or install material for marketing or advertising purposes without requesting prior approval from Agoria and only insofar as the recipient has requested said material.

3. Agoria's liability

Agoria shall make every effort to ensure the information on this online learning platform is as complete, correct and current as possible, although it cannot guarantee that the information provided does not include any errors. The information in the online education and training courses is not aimed at specific people or organizations and may therefore not be complete or accurate. Links to external websites are sometimes used. Agoria bears no responsibility for the content thereof and shall not accept any liability with regard thereto. The information shall not be deemed professional or legal advice (an expert should always be consulted for these purposes). Agoria waives all liability for any damage caused by errors on this online learning platform.

Agoria makes every effort to limit technical malfunctions. Errors and malfunctions may however occur when using the online learning platform, which may hinder the use of the services provided. Agoria does not accept any responsibility for issues caused by the use of this online learning platform or links to external websites.

4. Applicable legislation and jurisdiction

Belgian law is applicable to the Agoria website and the Agoria Academy online learning platform. In the event of a dispute, only the courts of Brussels shall have jurisdiction.

Privacy Policy

Agoria VZW, Auguste Reyerslaan 80, 1030 Brussels, acting as the Data Controller, is aware of the importance of their customers' privacy and the protection of their personal data.

This policy explains how Agoria handles the personal data it has collected and received online and how this data is processed, within the framework of Agoria Academies and the Agoria Academy online learning platform.

1. Scope

Agoria VZW (hereinafter referred to as "Agoria" or "We") manages the educational platform and strives to create and maintain an environment where course participants can be sure that their information will not be abused. Agoria complies with the applicable regulations regarding data protection such as the General Data Protection Regulation 2016/679 (also known as "GDPR") and Belgian legislation regarding data protection. The above regulations concern the protection of personal information and grant you rights regarding the personal information as described below.

The objective of this policy is to transparently indicate which personal information we collect and how we use your data after you have visited and registered on our website and to assure you that we handle your data appropriately.

2. What type of personal data does Agoria collect?

It is not necessary to provide personal information to use most of the Agoria website (www.agoria.be).

Providing personal information is required to register for an Agoria Academy course, whether an [offline training course](#) or on our online learning platform.

Agoria collects and processes the following personal data categories when registering training course participants:

- Name, title, address;
- Contact details (e-mail, telephone number);
- Company, position.
- Additional or optional information is provided by filling out forms on our website or when we contact you (by telephone, e-mail or during events or training courses).

We also collect and process information obtained via our website or the devices you use. The collected information may be:

- Information collected by cookies, web beacons or the Internet. This information is automatically collected and can be related to the website you visited before you navigated to our website or the website you navigated to after visiting our website.
- Information on our webpages you have visited, your IP address, the type of browser you use, the access time and the operating system. This information is aggregated and is not used to identify you. Read more about how we collect and process data in the articles on the use of cookies.

Agoria may also collect information from the public domain to check data previously collected or to manage or extend our activities.

3. Why is the data collected?

Agoria collects the aforementioned information to create a profile in order to understand your needs and to provide better service, and for the following specific objectives:

- To react to your (online) questions regarding our training courses, products or services, to be able to provide information regarding our products and to follow up online offers.
- To provide the training courses and services you have ordered.
- To check your identity and financial data regarding payments for our training courses, products or services.
- To improve our training courses, products or services.
- To investigate complaints on our training courses, products, services or online learning platform.
- To meet the legal and regulatory obligations as well as compliance requirements.
- To analyse and monitor the use of accounts to prevent, investigate or report fraud, terrorism, deception, security incidents and criminal activity to the relevant authorities.
- To send e-mail messages regarding the training courses, such as a reminder to request you complete the training course, to inform you on updates to training courses for which you are registered or when Agoria publishes a similar new training course.
- To contact you for market research purposes on training courses or to modify training courses to your needs.

4. How is your personal data used and shared?

Agoria can share your personal information with:

- Affiliate and subsidiary companies;
- Third parties with whom you have asked us to share your personal information, such as Facebook or other social media if you have asked us to link them to your account.

Based on our legitimate interest, we may also share your personal information with third parties that assist us with the Agoria Academy online learning platform and the training courses, products and services. Some examples of third-party activities include the hosting of the online platform, web servers, data analysis (aggregated processing to reach general conclusions), customer service, marketing support providers (i.e. Hubspot and Facebook Pixel on the Agoria website). These companies have access to your personal information but only when this is required to perform their activities as assigned by Agoria. They are not permitted to use your data for any other purposes. Your personal information may not be sold or leased to third parties.

We may publish your personal information to enforce our policy, to comply with our legal obligations or in the interest of safety, public interest or legal enforcement. We may also publish data within the framework of current or proposed court cases or to protect our property, safety, people or other rights and interests.

If and when Agoria merges with another company, your data will be accessible to the consultant of the potential buyer and transferred to the new entity. In that case, we will take the appropriate measures to guarantee the integrity and confidentiality of your personal information. The use of your personal information will always be subject to this policy.

5. Transfer of your personal information

We may transfer your personal information to third parties in third countries (outside the European Economic Area (EEA)), i.e. the USA, given that we use Hubspot to inform you of (planned) training courses. This transfer of data outside the EEA is legal if the recipient of the data is in a country with an level of protection deemed adequate by the European Commission.

Some of these countries may not have equivalent legislation regarding data protection to protect the use of your personal information. In these cases, we have researched whether appropriate preventive measures similar to those implemented within the EU are possible, for example by adopting standard contractual clauses. In specific cases, we will request your prior consent to transfer your personal information outside the EEA. Please follow the procedure described in the Rights of the data subject for further information on data transfer.

6. How does Agoria use cookies?

The aim of certain functions of this website is to provide a better online experience on the Agoria website. These functions only work when cookies have been installed on your device. We also use cookies to collect information on your online preferences. Cookies are text files which contain a small amount of data. Web servers send the cookies to your web browser, allowing the server to identify the browser on every page in a unique way. These cookies are saved to your computer, tablet or telephone when you visit a website. Cookies can include data that identifies a person. These cookies provide information on the use of websites. Third parties may analyse this data on our behalf.

A. *We use the following categories of cookies on our website and online learning platform:*

Required cookies

These cookies are essential to navigate the website and to be able to use the functions available. Without these cookies we cannot provide the requested services such as remembering your credentials or delivering the items in your shopping cart.

Performance cookies

These cookies collect anonymous information on the way people use the Agoria website. For example, we use Google Analytics cookies to find out how customers arrive on our website, how they browse and make use of our website and areas for improvement such as browsing and shop experience, and marketing campaigns. The data saved by these cookies do not contain any personal information that can be used to determine your identity.

Functional cookies

These cookies remember selections you have made, such as the country from which you visit the website, the language and parameters such as size, colour or product line. This information can be used to provide an experience based on your selections and to make it easier and more pleasant to visit our website. The information collected by these cookies may be anonymised. These cookies do not monitor your browsing of other websites.

Targeting cookies or advertising cookies

These cookies collect information on your browsing behaviour to ensure that the advertisements displayed are based on your preferences. These cookies are also used to limit the number of times you

see a specific advertisement and to measure the effectiveness of an advertising campaign. These cookies are usually placed by third-party advertiser networks. They remember the websites you have visited and this information is shared with other parties such as advertisers. We work with external companies such as Hubspot to display targeted advertisements when you visit other websites.

Agoria does not use targeting or advertising cookies on our online learning platform.

Social media cookies

These cookies allow you to share your activities on our website on social media such as Facebook and Twitter. We do not control these cookies. Consult the corresponding privacy statement for more information on these cookies.

Agoria does not use targeting or advertising cookies on our online learning platform.

Google Analytics

We use third-party services such as Google Analytics to collect information on visitors to our website. This information is aggregated to determine the number of visitors, the average visit duration, the pages viewed, etc. We use this information to measure the use of the website and to improve the content and value of our website. For further information on how Google processes your information, visit: <https://policies.google.com/privacy?hl=nl>. For information on how to turn off Google Analytics in your browser, visit: <https://support.google.com/analytics/answer/181881?hl=nl>

Agoria does not use targeting or advertising cookies on our online learning platform.

B. Deleting cookies and further information on cookies

Some cookies are deleted when you close your browser (session cookies). Other cookies remain on your device until they expire or until you delete them from the cache (permanent cookies or tracking code) and ensure that we 'remember' information when you visit our website again.

If you wish to delete the cookies saved on your computer, consult the help and support function of your web browser, where you will find instructions on how to find the file or folder where the cookies are saved. The help function in the toolbar of most browsers also provide information on how to set your browser not to allow new cookies to be saved, how to ensure your browser informs you when you receive new cookies or how to turn off the use of cookies completely. Certain personalised services may no longer be available if you switch cookies off completely. Deleting these cookies or disabling future cookies may make certain pages, sections or functions of our website unavailable.

For more information on cookies go to www.allaboutcookies.org, or visit www.youronlinechoices.eu, where behavioural advertising and online privacy are clarified.

C. Web beacons

Some of our webpages may contain electronic images known as 'web beacons' (also referred to as 'clear gifs'), which allow us to count users that have visited the corresponding pages. Web beacons only collect limited information including the cookie number, the date and time when the page was displayed and a description of the page where the web beacon is located. External advertisers may also place such web beacons. These web beacons do not include any identifiable personal data and are only used to follow the efficacy of specific campaigns.

7. Data retention period and rights of the data subject

Data retention period for the Agoria Academy online learning platform

Your Agoria Academy online learning platform user account profile and the corresponding personal information are automatically deleted after five (5) years of inactivity.

Your data such as certificates of attendance and other certificates should be downloaded and safely saved on your computer as soon as these become available as they will no longer be available after five years of inactivity.

Once your personal information is deleted, you will no longer be able to exercise the rights indicated below.

Your rights

You are entitled to inspect the information we hold on you and to request and receive a copy of the personal information on our records. You are entitled to request that we correct, supplement or delete your outdated, incorrect or incomplete personal information when your personal information changes.

You are also entitled to limit the processing of your personal data and to object to the processing of the personal data. You are also entitled to receive the personal data you have provided to Agoria in a structured, commonly used, machine-readable and interoperable format, and to transmit it to another data controller.

If you opted to receive commercial e-mail messages, newsletters, etc. from us when you registered on the website, you can unsubscribe if you change your mind. Use the Unsubscribe button at the bottom of the e-mail message to do so.

We can ask you to verify your identity to make sure your request is lawful and that we are sending the reply to a person entitled to make such a request and to receive the information.

Please note that we may refuse access to your personal data or may not be able to grant your request under specific circumstances when we have the right to do so under the applicable legislation on data protection.

For further information on the processing of your personal information or if you wish to exercise your rights, please contact us at dataprotection@agoria.be or at Agoria, Reyerslaan 80, 1030 Brussels.

You are entitled to lodge a complaint with the competent authority supervising data protection, the Data Protection Authority (<https://www.dataprotectionauthority.be/>).

8. Security

Agoria makes every effort to guarantee the security of your data. We have implemented reasonable technical and organisational measures to guarantee your personal data against accidental or unlawful destruction, loss, modification, unauthorised provision and unauthorised access to the data transmitted, saved or otherwise processed. Please note that the Internet is an open network; we cannot therefore guarantee that unauthorised third parties will not be able to circumvent these measures or use your personal information for inappropriate purposes.

This website may include links to third-party websites. Agoria shall not be held liable for the content of these websites, nor for the privacy standards and practices of the corresponding third party. You must read and understand the relevant third-party and website privacy policies before accepting cookies and visiting a website, to ensure your personal data is sufficiently protected.

9. Amendments to this policy

Agoria may amend or update this policy to ensure the policy provides the information on how we process your personal data at that time. The updated version of this policy is displayed on the same webpage and shall take effect upon publication. Please visit this webpage regularly to ensure you are always up-to-date on how we collect and process personal data, how and under what circumstances we use your personal data and when we share your personal data with third parties.