



PRIVACY POLICY

1. Preamble

The existence of a privacy charter underscores ACIC's commitment to the protection of privacy.

This commitment applies to how ACIC collects, uses, transfers and retains the personal data of its actual or potential customers.

2. Collection and use of personal data

Personal data are data that uniquely identify or contact a person.

What personal data do we collect?

When a person asks us for a quote or a contract for a product enters a contest, we may collect a series of information that may include: name, first name, residence address, legal domicile, landline and mobile number , email address.

How do we use personal data?

The data collected allows us to provide our customers with the latest news and inform them about our products and services.

They also enable us to develop and improve our products and services, as well as to better target our advertising. We always leave on our data collection forms the option of refusing personal data to be used for commercial purposes.

This possibility of refusal subsists at any time and without justification.

They also allow us to send important notifications, such as contracts, expiry notices, payment receipts and also contractual changes.

In the majority of cases, we collect personal data directly from interested parties. However, we may receive data from other companies or third parties.

As with other personal data that we collect, this data is used exclusively in accordance with the provisions of the law on the protection of privacy, this Charter and in the manner agreed with these third parties.

It is understood that, in this case, no promotional action can be carried out without prior information of interested parties.



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3. Collection and use of non-personal data

We also collect non-personal data. This is data that does not allow us to make a direct connection to a particular person.

We may use and transfer non-personal data for any purpose.

What non-personal data do we collect and how do we use it?

We also collect customer activity data through our website. This data helps us understand which parts of our site are the most popular and provide more useful information to our customers.

It should be noted that, if these non-personal data are associated with personal data, they will then be treated as personal data as long as they remain combined.

4. Use of cookies

Types of cookies used

A cookie is a small text file stored on your computer or mobile device when you access a website. This file allows the website that issued it to remember your browsing preferences.

We use two types of cookies on the ACIC.be website, namely:

- Cookies to remember your browsing preferences such as the language in which you visited our site during your last visit. This first type of cookie is active only when you visit the ACIC.be website and is deleted when you close your Internet browser. These are session cookies.
- Cookies for storing information about your data for use during a subsequent visit to our site. Among other things, they allow you to enjoy optimum browsing comfort, in particular by pre-filling forms, and to display personalized information and offers. These cookies, called persistent cookies, remain on your device until they expire or are deleted.

How to disable cookies?

By disabling cookies, some sections of the ACIC.be website may not work properly.

You have the option to disable the storage of cookies on your computer or mobile device at any time by changing the privacy settings of your Internet browser. Here is an overview of the procedure to follow on the most common Internet browsers:

- Internet Explorer: select the menu option 'tools' then 'Delete browsing history' and check the box 'Cookies'. To automate this setting, select the 'Internet Options' menu option and check the box 'Delete browsing history when leaving the browser' under the 'General' tab.
- Mozilla Firefox: select the menu option 'tools' then 'Delete recent history' and tick the box 'Cookies'. To automate this setting, select the 'Options' menu option and activate the 'Never keep history' drop-down menu option under the 'Privacy' tab.
- Google Chrome: select the menu option 'settings' then 'privacy' and check the box 'block cookies and third-party site data'.
- Safari: select the menu option 'Preferences' and then 'Privacy' and check the 'Always' box in the 'Block cookies' section.

Consult the help section of your Internet browser for more information on deleting cookies.

Limitation of liability

ACIC's liability is limited to cookies issued by the ACIC.be website and is in no way applicable to cookies placed by third-party websites. "

5. Disclosure to third parties

ACIC may make certain personal data available to partners, service providers, subcontractors or agents, working with ACIC for the provision of services or the marketing of its products.

Personal data is not, in principle, shared with third parties for marketing purposes but only to provide, market or improve the services or products of ACIC.

In any case, interested parties will be informed each time that a third party company requests to use their personal data for direct marketing purposes, so that the interested parties can decide to accept or refuse the use of their data. by a third party.



When we share personal information with partners and / or providers, ACIC requires that they agree to abide by our charter, protect the data and do not use it for their own account.

Services provided by third parties may involve sending mail to our customers, managing customer data, assessing customer interest in a product, conducting satisfaction surveys, etc.

ACIC may also share personal data with other financial companies for the proper performance of the contract or when the interest of the client so requires, in accordance with legal provisions.

Finally, ACIC could be brought, under a law, in the context of a legal proceeding or a request from the public authorities, to disclose personal data.

6. Protection of personal data

ACIC takes administrative, technical and physical precautions to protect personal data against loss, theft, misuse and unauthorized access, disclosure, alteration and destruction.

Integrity, retention and access to personal data

ACIC is committed to maintaining and maintaining the integrity and accuracy of the personal data in its possession.

The interested parties can have access to their data and rectify them at any time, in accordance with the legislation in force.

The security of our data, including customer data, is important to ACIC. We comply with approved security practices in our industry with respect to data transfer and storage. Our information is hosted on servers located in

Europe; we do not use storage centers outside the European Union.

With regard to operations via the Internet, no method is able to offer absolute security, however we strive to offer the highest level of security in a commercial setting.



7. Protecting your privacy: a commitment to our company

ACIC, committed to preserving the confidentiality and integrity of its data, has communicated this commitment to all of its staff.

In addition, a Privacy Officer has been appointed, one of whose main tasks is to ensure the protection of personal data in accordance with legal requirements.