

Physibel C.V. (Physibel) respects and protects the privacy of its customers. The Data Protection Terms explain how we collect and use customers' information.

In this Policy, "personal information" means information that identifies or could be used by or on behalf of Physibel to identify an individual, but not including encoded, anonymized, or publicly available data that has not been combined with non-public personal information.

- 1. Information collection.** Physibel does not collect personal information of its customers or visitor's of its website without explicit consent. The data collected after consent are limited to those needed to provide Service to our customers. When you purchase our software or request a trial version of our software, we ask for information such as your name, company name and address, phone number, e-mail address. Software licences protecting our software collect a unique computer identifier and a computer name for authentication purposes.
Physibel may use the personal information and other information we collect about your use of our software to operate it, tailor it to your needs, for support and identification purposes, to contact you about your use of our software and send you marketing materials (subject to your opt-out option).
- 2. Security.** We use appropriate technical, organizational and administrative security measures to protect any information we hold in our records from loss, misuse, unauthorized access, disclosure, alteration and destruction. We use standard safeguards such as firewalls, secure passwords, and strict security procedures. Unfortunately, no company or service can guarantee complete security. Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of user information at any time. In the event of a data breach, Physibel will notify the customer without undue delay.
- 3. Data processor.** The Physibel licence server for software licences is hosted by a third party data processor. This third party data processor is in full compliance with the GDPR regulations (<https://soraco.co/products/qlm/QlmPrivacyPolicy.pdf>). The Physibel Portal is hosted by a third party data processor. This third party data processor is in full compliance with the GDPR regulations (<https://www.esign.eu/en/legal>).
- 4. Information sharing.** Physibel will not give, sell rent or loan the entered personal information to third parties nor merchandise them otherwise. Physibel uses the personal information only to answer your request or to inform you about updates.
- 5. Access to data and right to be forgotten.** Physibel acknowledges that you have a right to access, correct and delete your personal information. If you wish to review your personal data which you have provided to Physibel, please contact mail@physibel.be.
- 6. Distributors.** End users purchasing software from licensed third party distributors of Physibel software are entitled to the same rights regarding data protection and treatment by Physibel as direct customers of Physibel. Customers of distributors can contact their distributor or can contact Physibel directly regarding the treatment of their personal information. Physibel is not responsible for how personal information is treated by the distributors, though we encourage our distributors to adopt a fully compliant GDPR policy.
- 7. Data retention.** Physibel retains personal information stored about our direct customers as long as needed, to provide Service to our customers, subject to our compliance with this policy. We retain and use this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. If you wish to revoke your consent or delete your personal data which you have provided to Physibel, please contact mail@physibel.be.