

COOKIES POLICY

WHO ARE WE?

Your personal data are processed by **Arrive Belgium NV**, which is headquartered in Kardinaal Mercierlaan 1a, 9090 Melle (Belgium), as the **processing manager** according to the applicable legal and regulatory provisions regarding personal data protection. If you have any further question, please contact us by sending an e-mail to help@4411.be or getting in touch with our helpdesk.

PRELIMINARY REMARKS ON THE CURRENT COOKIES POLICY

Scope of application The current Cookies Policy (hereafter 'Cookies Policy') shall apply between you and Arrive Belgium NV when you use our website (accessible via www.4411.be or any other domain name redirecting the surfer towards this website), our services described in the Terms of Use (available on <https://4411.be/en-nl/terms-of-use>) our 4411 Mobile Application, or yet again, when you contact us by e-mail, phone, fax, or through social media (such as Instagram, Facebook, Twitter or LinkedIn).

Definitions. The meanings of the words written with a capital letter in the current Cookies Policy are given in the Terms of Use (see <https://4411.be/en-nl/terms-of-use>).

Changes. Arrive Belgium reserves the right to modify the current Cookies Policy at any time. Should this happen, Arrive Belgium will inform you of these changes during your next visit to our website.

Confidentiality. For further information on the manner how we process personal data otherwise than by cookies, you may check our Privacy Policy on the following page: <https://4411.be/en-nl/privacy-policy>.

ANNEX 1. WHAT'S A COOKIE?

A cookie is a small text file placed by a website's server on your computer, tablet, Smartphone or mobile device when you visit a website. The cookie contains a unique code which makes it possible to recognize your browser once you visit the website again later on.

ARTIKEL 1. COOKIES USED BY OUR WEBSITE AND OUR 4411 MOBILE APPLICATION

Origin

1.1. Cookies can be placed by us or a third party:

- (1) First-party cookies are directly inserted and managed by Arrive Belgium.
- (2) Third-party cookies are inserted and managed by other parties, e.g. Google Analytics. They are created when you visit the website or use the 4411 Mobile Application. They allow some data to be sent to third parties every time you visit the 4411.be website or use the application.

Types

1.2. There are 3 types of cookies:

- (1) **Essential cookies:** These cookies are crucial for visiting our website or using our 4411 Mobile Application. For instance, they allow you to browse through the different parts of the website or to fill in the forms. These cookies are necessary even when you aren't logged into your personal account in order to safely check your identity before providing you with access to your personal data.
- (2) **Functional cookies:** Functional cookies are cookies which ease the use of our website and our 4411 Mobile Application, making them more enjoyable for the visitors and allowing you to customize even more your browsing experience. For instance, these cookies can memorize your language choice or user name so that you need not enter again your login details.
- (3) **Analytics cookies:** Analytics cookies are used to collect details on how the visitors use our website and our 4411 Mobile Application (pages viewed, average visit length...) in order to enhance their contents, adapt them more to the visitors' expectations and improve their usability. To analyze the use of our website and our 4411 Mobile Application, we also call on Google Analytics, which equally uses cookies for this purpose. These cookies may be anonymous or not. Your prior consent is required for the use of non-anonymous cookies for analytical purposes.

Duration of the Cookies

1.3. Cookies have a defined duration. There are temporary cookies and so-called permanent cookies.

- (1) **Temporary cookies** (or 'session cookies') are temporarily stored in your device. They are automatically deleted once either the browser or the App is closed.
- (2) **Permanent cookies** (or 'persistent cookies') are stored on your computer or mobile device beyond the closure of the browser or the App. They allow to recognize you on subsequent visits. They are kept on your device until their expiration date, until the downloading of a new version of the cookie or until you delete it manually.

ARTIKEL 2. WHICH COOKIES MAY BE DOWNLOADED?

2.1. The cookies below may be downloaded on your device if you use our website or 4411 Mobile Application.

NAME	TYPE	PURPOSE	DURATION
COOKIE_READ	Functional	This cookie is downloaded once you agree to our Cookies Policy.	1000 days

COUNTRY_CODE

Functional

This cookie detects your geographical position or memorizes the one you have selected.

1 month maximum

LANGUAGE_CODE

Functional

This cookie detects your language or memorizes the one you have selected.

1 month maximum

_GA

Analytics

These Google Analytics cookies allow us to

2 years

_GAT_UA-132441592-1	Analytics	quantify and 1 minute determine the manner
_GID	Analytics	how you and other visitors use our 24h website or our 4411 Mobile Application. Further details on Google Analytics.

BASKETOWNERHASH	Functional	Not used	Not used
FRATELLOSESSION	Analytics	This cookie follows every action during a session.	Session length

ARTIKEL 3. YOUR CONSENT

- 3.1. **We need your consent in order to insert cookies (except when it comes to essential cookies). You give your consent by clicking the relevant button in the cookies banner.**
- 3.2. You may refuse to download cookies (except for essential cookies) by not giving your consent. If you wish to withdraw your consent, you may delete cookies already downloaded on your device at any time. The browser makers' website provides further details on how to delete the cookies:
 - (1) Internet Explorer: <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>
 - (2) Safari: <https://support.apple.com/nl-be/guide/safari/manage-cookies-and-site-internet-data-sfri11471/mac>
 - (3) Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-site-internet-preferences>

(4) Chrome: <https://support.google.com/chrome/answer/95647?hl=nl>

(5) Microsoft Edge: <http://windows.microsoft.com/en-gb/windows-10/edge-privacy-faq>

If you refuse downloading cookies or withdraw your consent, it is possible that (some parts of) our website or 4411 Mobile Application wouldn't work optimally.

ARTIKEL 4. TO WHOM DO WE SEND YOUR PERSONAL DATA?

4.1. We may send your personal data to other entities belonging to the Arrive Belgium group and may also call upon third-party subcontractors to process your data for purposes described in Artikel 2 **Fout! Verwijzingsbron niet gevonden.** above, such as:

- a) to recommend you our website (as host),
- b) to send you our ads (as marketing company),
- c) to process your Session (as Partner), or
- d) to process your payment (as payment service provider).

4.2. These third-party subcontractors may only process your personal data in accordance with our instructions. We equally guarantee that each of these third-party subcontractors were selected with the utmost care and are committed to ensure the security and integrity of your data.

4.3. We may be legally obliged to send your personal data to competent authorities or their representatives, to judicial authorities, to public authorities or government agencies, including to relevant data protection authorities, for us to comply with a legal obligation.

4.4. We won't send your personal data in identifiable form to any other third party than those mentioned in Articles 4.1 and 4.2 without your express consent. We may, however, send anonymised and/or aggregated data to other third parties, who may use these data to improve our services as well as their marketing.

ARTIKEL 5. PERSONAL DATA PROCESSING LOCATION

5.1. Your personal data are essentially processed within the European Economic Area (EEA).

5.2. In order to process your personal data for the purposes outlined in Artikel 4 above, we may equally transfer them to third parties processing them on our behalf outside the EEA. Any entity outside the EEA processing your personal data shall observe the suitable precautions regarding the processing of your data. Such precautions shall be settled by:

- a) a [decision](#) of the European Commission establishing the adequacy,
- b) the '[EU-United States data protective shield](#)', or
- c) contractual guarantees.

5.3. We may transfer anonymised and/or aggregated data to third parties outside the EEA. Shall such a transfer occur, we shall make sure that every precaution established ensures the security and

integrity of your data and of every right regarding your personal data which you may have under the current binding law.

ARTIKEL 6. PERSONAL DATA PROCESSING TIME

- 6.1. Your personal data will only be processed as long as necessary for the purposes stated in Artikel 4 to be fulfilled or, if applicable, until the moment you withdraw your consent. The withdrawal of your consent may imply that you won't be able to use all or part of our website or of our 4411 Mobile Application.
- 6.2. We will misidentify your personal data as soon as they are no longer necessary for the purposes described in Artikel 4 above, except in the following cases:
 - a) if it were in the best interest of Arrive Belgium, or another third party, to keep your personal data in identifiable form, or
 - b) a legal or regulatory obligation, or court or administrative decision preventing us from misidentifying your personal data.

ARTIKEL 7. YOUR RIGHTS

- 7.1. When we gather and use your personal data, you have rights to access, to correct, to erase, to data portability, limitation rights and rights to object to the processing of your personal data, as defined by the Privacy Policy.
- 7.2. If the processing of your personal data rests upon your consent, you may always withdraw it as mentioned in Artikel 3 of the current Cookies Policy.

ARTIKEL 8. CONTACT AND CLAIMS

- 8.1. If you have any question or claim regarding the way we process your personal data, you may contact us by sending an e-mail to help@4411.be or a letter to Arrive Belgium NV, Kardinaal Mercierlaan 1a, 9090 Melle (Belgium).
- 8.2. You always have the right to lodge a complaint before the relevant data protection authorities.