

# Privacy statement BIG STEP PROJECT

## **This privacy statement is in force with effect from May 2018**

At BIG STEP we are fully aware of the importance of protecting your personal data. We will do everything in our power to process those personal data in a responsible way and in accordance with the applicable legislation on data protection. This applies to all countries where BIG STEP is active.

In case you have questions or complaints in relation to our policy or our methods on privacy, you can contact the [Big Step website coordinator: info@bigstepproject.eu](mailto:info@bigstepproject.eu). If there are any problems concerning privacy or the use of data that haven't been dealt with in a satisfactory way, you can contact the [Big Step website coordinator info@bigstepproject.eu](mailto:info@bigstepproject.eu).

## **Collecting personal data**

### **Introduction**

In various situations you can choose to pass on your personal data directly to us. That way you can give us your name and contact details when you would like to communicate with us, when you enrol for a service, when you would like to take a subscription, when you are a supplier or a business partner or when you want to do business with us. If you indicate that do not wish that your data are used for communication that doesn't relate to your specific requests, we will respect that preference.

### **Website visits**

We can collect data related to your use of our websites. In order to do so, we use various techniques. Whenever you visit one of our websites, we can record certain information that is sent to us by your browser, such as your IP-address (including information that can be deduced from your IP-address, such as your geographical location), the type of browser you use with its version and language; the time and length of your visit and the addresses of the websites that refer to our website. Moreover we can collect information about the pages that you visit within our sites, the amount of time that you spend on each page, and other actions that you take while visiting our website. When you visit our website without signing in, we can still collect certain personal data so that the website functions properly.

In certain cases, our software products are equipped with techniques that make it possible for BIG STEP to collect information about the use of our products or services. We can use techniques to ascertain whether you have opened an email or clicked on a certain link in an email. More information about the techniques that we use can be found under *Cookies*, *webbeacons* and other techniques.

## **Marketing information**

Most information we collect about you comes from direct interaction with you.

Now and then we can also collect personal information through other sources, such as suppliers of lists. In this case we ask the suppliers to guarantee that the information has been received in a legal way and that we have the right to collect that information and use it.

When you enrol for an event, we record extra (online or offline) information in relation to the organisation of the event. During the event we record information, for example on the participation in sessions and the results of surveys. Events might be filmed or group pictures can be taken. We have the right to use pictures for promotional ends. If you leave us your contact details (for example by offering us a name card), we can use those data to get into contact with you.

The information that we gather, directly or indirectly, can be merged to help us improve the general accuracy and completeness of our communication with you.

## **Protection of rights and properties of BIG STEP and others**

When we have good reasons to suspect that the rights or properties of BIG STEP, our business partners, suppliers, clients of others are at stake, we can also use your personal data or make them available in order to protect those rights or properties. Moreover we have the right to expose your personal data whenever this is legally asked of us and when we believe that the exposure is necessary in order to protect our rights or those of others, or in order to comply with a court order, a warrant or a legal procedure concerning our websites.

## **Retention period**

BIG STEP retains your personal data as long as necessary in the context of the goal for which the information is processed, or for as long as there is a valid reason to save your personal data (e.g. to comply with legal obligations, to solve issues or to

execute or agreements). Your registration data are retained as long as your account is active or as long as they are necessary for a proper service. If you do no longer want us to use your personal data to be of service to you, you can contact [info@bigstepproject.eu](mailto:info@bigstepproject.eu).

## **Cookies, webbeacons and other techniques**

As has been mentioned earlier, we record information related to your visit to our websites and your use of our software products to help us collect numbers about the use and effectiveness, in order to make your experience more personal, to tailor our communication to your profile and to improve our products and services. We do this with the help of various techniques, such as scripts, tags, Local Shared Objects (Flash cookies), Local Storage beacons (HTML5) and “cookies”.

## **Announcement of changes**

If you make any relevant changes in this Privacy statement, we will communicate this through an announcement on our website and the way it is required by law.

## **Questions about privacy and access to your data**

In case you have a question about this Privacy statement or about the use of your data by BIG STEP, you can send an email to [info@bigstepproject.eu](mailto:info@bigstepproject.eu). You can also contact us at:

BIG STEP PROJECT  
Campuslaan 21  
3590 DIEPENBEEK

In certain cases it is possible to view or change your personal data online. If your data are not accessible online and if you would like to have a copy of certain data that you have provided to BIG STEP, or if you notice that the data are incorrect and if you want to correct these, contact us at [info@bigstepproject.eu](mailto:info@bigstepproject.eu). If you no longer wish to receive marketing mails from BIG STEP, send an email to [info@bigstepproject.eu](mailto:info@bigstepproject.eu) and follow the “unsubscribe” instructions that are included in every marketing mail.