

PRIVACY STATEMENT

Who is responsible for processing personal data?

We use personal data about you in the course of our work. In this privacy statement, we explain what personal data we collect, use and store, and for what purpose.

The bailiff is responsible for using your data. In doing so, we must comply with the applicable laws and regulations. His address can be found at the top of the website.

The responsible DPO:

Why does the controller collect personal data and which data is processed?

The bailiff has a legal mandate to perform a specific task. He has been granted certain powers for this purpose. These powers are set out in the Judicial Code (Art. 519). In addition, the bailiff also has the task of ensuring compliance with legislation regarding the financial obligations of a company.

The bailiff collects and uses data from the debtor. This is you or you and your partner if there is a joint debt. If you are represented by someone else, such as an administrator, debt counsellor or solicitor, we will also collect a limited amount of (contact) details from this person.

In the case of a minor with a debt, we also collect and use the details of the parent(s) or guardian.

Examples of the bailiff's duties:

- Sending reminders
- Serving writs
- Making determinations
- Conducting solvency investigations

The categories of personal data processed by the bailiff can be divided into different categories:

- On the one hand, the bailiff receives personal data (identification data: national registration number, name, address, contact details) from the client; this data is necessary for the bailiff to perform his duties. We also receive personal data relating to the outstanding debt. This may include sensitive data (e.g. medical data).

- The bailiff records all financial data (account number, account holder, amount, etc.) when you make a payment to our organisation.
- The bailiff also records solvency data that allows for a better assessment of the procedure to be followed. This includes, for example, the type of property, the condition of the property, etc.
- The bailiff also has the right to consult authentic sources in the performance of his duties. An example of when this is necessary: if we need to summon you to appear in court or send you an official document, we have a legal obligation to request information about your official place of residence. We also have a duty to check whether there is a special debt situation.

When seizing your income or assets, we need to know what these are and whether they are already subject to seizure.

Examples of authentic sources: national register, Central Register of Seizure Notices, Vehicle Registration Service, National Employment Service, etc.

The bailiff also stores data that he receives directly, information that he considers important for the proper performance of his duties. This is usually identification data, but it can also be other information that you share with us by telephone, email or other channels. The bailiff never asks for specific information about your origin or religion. If you do share this information with us, it will not be stored in our files.

Under what legal basis is personal data processed?

The bailiff has a legal obligation to perform a specific task. The processing of personal data is therefore necessary to comply with a legal obligation.

Who receives personal data from us and why?

- We provide our client with an update on the status of their case. What the client can consult depends on the type of client and our obligations towards them.
- We pass on assignments that do not fall within our territorial jurisdiction to a fellow bailiff. We are therefore obliged to pass on the necessary personal data so that they too can perform their duties properly.
- If legal proceedings follow, we are obliged to pass on the necessary personal data to the solicitor in the case file so that he too can perform his duties properly.

- **Processors:** for some assignments, we need other processors. They have signed a processing agreement with the bailiff. We have made strict agreements with them. An example of this is a translation agency.

How we protect your data.

We take appropriate security measures to protect your data. In doing so, we pay particular attention to ensuring that your data does not end up in the hands of others and that no one has unauthorised access to our systems and your data. We regularly review our security measures.

How long do we retain personal data?

The data may not be retained for longer than is necessary to achieve the purpose. For the further retention period, we adhere to the Code of Conduct drawn up by the National Chamber of Bailiffs. In general, the legal obligation is 10 years.

What are your privacy rights?

Personal data is information about you. You have the right to know what information we hold about you (right of access). If there are errors in the information, you may ask us to correct them (right to rectification). You may also ask us to stop using your information (right to object) or even to delete information about you (right to erasure).

- **Right of access:** What data does the bailiff hold about you? You always have the right to check what personal data the bailiff holds about you, what processing purposes he has, and under what conditions he processes your data.
- **Right to rectification:** It is important that we have the correct data. You may always request that your personal data be amended or completed.
- **Right to object:** You may ask the bailiff to stop using your data. Please note that this request cannot always be granted. The bailiff has a legal duty that he is obliged to perform. Your request will be carefully considered, and if your request cannot be granted, you will be informed of the reasons why.
- **Right to erasure:** You may request the bailiff to erase your data. Please note that this request may not always be granted. The bailiff has a legal duty to perform his duties. Your request will be carefully considered, and if it cannot be granted, you will be informed of the reasons why.

Your request will be carefully considered, and if your request is not possible, you will also be informed why this is the case.

You can submit these requests by email or by post to the data protection officer.

Please note: you can only submit a request if a copy of the front page of your passport is attached. Please also include your full name and address so that we can verify that your request is indeed valid. You will receive a response to your request within four weeks.

The supervisory authority

The data protection authority is the CBPL. Commission for the Protection of Privacy

Drukpersstraat 35, 1000 Brussels

+32 (0)2 274 48 00

commission@privacycommission.be

www.privacycommission.be