

Platform As A Service Privacy and Cookie Policy

The Pro Alliance Platform ("**Platform**") is managed by Pro Alliance with registered office at Sint-Katelijnevest 63 Bus 3, 2000 Antwerp, Belgium and registered in the company register under the number BE0644761671 (hereafter "**Pro Alliance**"), acting as specified in this Privacy and Cookie Policy as a processor for the personal data processed on the Pro Alliance Platform in accordance with applicable data privacy laws.

Pro Alliance considers the protection of your personal data and privacy extremely important. Pro Alliance wishes to inform and respect you as a user of the Platform as much as possible and give you as much control as possible about what happens with your personal data, privacy and cookies. Your personal data, privacy and cookies are protected by Pro alliance in accordance with Data Privacy Laws.

This Privacy and Cookie Policy, together with the [Terms of Use](#), governs the contractual relationship between the Parties with respect to the provision of the Services by Pro Alliance to Company. This Privacy and Cookie Policy can be amended from time to time and you will be asked to confirm that you have read the provisions of this Privacy and Cookie Policy (along with the Terms of Use) before using the Pro Alliance Platform for the first time and before each update to the Privacy and Cookie Policy.

If you do not wish to provide your personal data as detailed according to the provisions of this Privacy and Cookie Policy, you will not be able to use the Platform and we kindly request you to contact us to discuss your concerns.

1. What personal data is being processed?

1.1. Pro Alliance processes the personal data that you **directly and voluntarily provide** through the Platform to register your account with the Pro Alliance Platform. These include the following:

- your name,
- your email address,
- your user role on the platform, and
- the location you are linked to.

Insofar as the Platform is equipped with a forum or a blog, any communication you post thereon shall be processed by Pro Alliance. This includes commentary, questions, or statements you communicate through the Platform.

1.2. If you choose to further **supplement your personal profile** on the Platform and to fill out **non-mandatory fields**, then the personal data thereby communicated will be processed by Pro Alliance. These may include (without being limited to) the following:

- your job title,
- your mobile phone,
- your office phone,
- your skype address, and
- your LinkedIn page.

1.3. Where **personal data of a third party** are disclosed via the Platform or with a view to use the Platform, the person communicating the personal data guarantees that he has informed that third party and that he has received all necessary consents to communicate the third party's personal data.

1.4. Pro Alliance also processes the personal data that **you may indirectly provide through the Platform**. These may include (without being limited to) the following:

- your IP address,
- browser,
- the type of operating system you use,
- the type of device on which you use the Platform,
- the number of visits,
- the average time you spent on the platform, and
- other types of personal data relating to your usage of the Platform.

1.5. Pro Alliance uses **cookies**. Cookies are small pieces of information that are stored by your browser on your computer's or mobile device's hard drive. These cookies allow the Platform to remember information that changes the way the Platform behaves or looks, such as your preferred language. Furthermore, the Platform uses cookies in order to determine the circle of users and to ease the use of and navigation on the Platform. The use of cookies is generally accepted and virtually all important platforms and applications use them. You can configure your internet browser in order to be informed of each cookie sent or systematically refuse them by modifying the parameters of your browser. Pro Alliance cannot guarantee the access, use and operation of the Platform if the storage of cookies is disabled by your internet browser. Pro Alliance uses local storage and cookies to allow for the purpose of caching UI settings, user preferences and authentication information. Pro Alliance also uses 3rd party services from Google Analytics, Intercom, Cloudflare and Stripe that also use local storage or cookies to allow for the purpose of caching e-Payment, chat and support functionality and web site analytics.

2. For which purposes and on which legal ground are these personal data processed?

2.1. Pro Alliance processes the personal data that **you directly and voluntarily provide through the Platform** as it is necessary for the performance of the services provided through the Platform including but not limited to:

- the registering of your account,
- the provision of forum, blog or other communication features on the Platform,
- other services provided through the Platform.

2.2. If you choose to **further supplement your personal profile on the Platform and to fill out non-mandatory fields**, Pro Alliance will process these categories of personal data based on your consent for enhancing your user experience of the Platform.

2.3. The personal data that **you may indirectly provide through the Platform** is only used for anonymized statistical purposes by Pro Alliance and/or for further improvement to the Platform.

3. Recipients with whom your personal data are shared

3.1. As part of the processing activities for the abovementioned purposes, the personal data collected may be transferred to affiliates of Pro Alliance, and to judicial or other competent authorities when requested.

3.2. Additionally, Pro Alliance discloses your personal data to a cloud solution vendor which provides hosting services to the Platform and stores your personal data. This recipient stores your personal data within the European Union.

3.3. Where Pro Alliance stores or transfers your personal data to a country outside of the European Economic Area (EEA) which, in accordance with applicable legislation regarding personal data, is not assumed to provide adequate protection regarding the processing of personal data, Pro Alliance will ensure the conclusion of EU model clauses with this recipient, or obtain so-called Privacy Shield certification where the recipients are established in the United States of America.

4. Your individual rights

4.1. At any time you can exercise the following rights in relation to your personal data and after sufficient identification:

- You have the right to request information free of charge concerning your personal data,
- You also have the right to modify or correct your personal data if they are wrong,
- You also have the right to have your personal data erased in certain circumstances,
- You also have the right to request a copy of all your data in a standard format,
- You also have the right to request the restriction of certain processing activities in certain circumstances,
- You also have the right to object against certain processing activities,
- You have the right to withdraw your consent.

4.2. Additionally, you have the right to file a complaint to your supervisory authority, when you are of the opinion that our processing of your data is not in compliance with applicable legislation.

4.3. You can exercise your rights on the 'My Profile page' of your account of the.

4.4. To exercise these rights, you can also always contact Pro Alliance via the email address support@proalliance.io. You can also adjust certain data yourself via the Platform as described above.

5. How long is your personal data stored?

5.1. Your personal data will be stored by Pro Alliance for the abovementioned purposes during a period of 10 years after the termination of your user profile on the Platform. Upon expiry of this period, your personal data will be deleted or anonymised in a safe manner.

5.2. You can delete your personal account by sending your request to support@proalliance.io.

6. Security

6.1. Pro Alliance takes adequate security measures to protect your data against, among others, unexpected destruction, accidental loss, deliberate modifications, or unauthorized access. Pro Alliance ensures all information is stored in a safe manner and requests adequate security measures from its service providers

7. Contact details

7.1. Any request relating to your Personal Data may be addressed to: support@proalliance.io.