

PRIVACY NOTICE

Last updated August 20, 2026

This Privacy Notice for **CERM NV** ("CERM," "we," "us," or "our") describes how and why we may collect, store, use, and/or share ("process") your personal information when you use our services ("Services"), such as when you:

- Visit our website at <https://www.cerm.net/>, or any website of ours that links to this Privacy Notice.
- Engage with us in other related ways, including sales, marketing, recruitment, support, demonstrations, quotations, events, or other business communications.

Questions or concerns? Reading this Privacy Notice will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you have questions or concerns, please contact us at marketing@cerm.net.

SUMMARY OF KEY POINTS

This summary provides the key points from our Privacy Notice. More detailed information is provided in the sections below.

- **What personal information do we process?** Depending on how you interact with CERM and our Services, we may process information such as your name, contact details, company information, professional information, communications, and website usage information.
- **Do we process sensitive personal information?** We do not intentionally request sensitive personal information through our general website services unless it is necessary and permitted by applicable law.
- **Do we receive information from third parties?** We may receive information from service providers or other business partners where this is permitted by law and necessary for our business purposes.
- **How do we process your information?** We process personal information to provide and improve our Services, respond to inquiries, manage business relationships, maintain security, communicate with you, and comply with legal obligations.
- **With whom do we share personal information?** We may share information with service providers and other recipients where necessary for the purposes described in this Privacy Notice and as permitted by law.
- **How do we keep your information safe?** We use appropriate technical and organizational measures designed to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure.
- **What are your rights?** Depending on applicable law, you may have rights to access, correct, delete, restrict, object to, or receive a copy of your personal information.

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1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us. We collect personal information that you voluntarily provide to us when you request information about CERM or our Services, request a demonstration or quotation, contact support, submit a job application, subscribe to communications, participate in an activity, or otherwise communicate with us.

Personal information provided by you. The personal information we collect depends on the context of your interactions with us, the choices you make, and the products and features you use. It may include:

- First and last name
- Email address
- Telephone or mobile number
- Company name and job title
- Country and business contact information
- Information included in your communications with us
- Curriculum vitae/resume and other recruitment information when you apply for a position
- Information needed to provide requested Services, demonstrations, quotations, or support

Usage and technical information. When you visit our website, we may collect information about how you interact with the website, including usage data, dates and times of visits, technical information, IP address, cookies, and similar technologies, in accordance with our Cookie Policy.

2. HOW DO WE PROCESS YOUR INFORMATION?

We process personal information to provide, improve, and administer our Services; communicate with you; maintain website and information security; prevent fraud or misuse; and comply with legal obligations. Depending on the circumstances, we may rely on consent, performance of a contract, our legitimate interests, or another lawful basis under applicable data-protection law.

- To provide and facilitate delivery of requested Services.
- To respond to inquiries and provide customer or technical support.
- To provide demonstrations, quotations, reports, updates, or other requested information.
- To manage business relationships and communications.
- To process recruitment applications and communicate with applicants.
- To send marketing or promotional communications where permitted and consistent with your preferences.
- To protect our Services and systems, including security monitoring and fraud prevention.
- To evaluate and improve our website, Services, communications, and user experience.
- To comply with legal and regulatory obligations and establish, exercise, or defend legal claims.

3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

We may share personal information in specific situations and with categories of recipients where necessary to provide our Services, operate our business, or comply with applicable law.

- IT, hosting, cloud, and data-storage service providers.

- Accountancy, legal, recruitment, marketing, and other professional service providers.
- Website and technology providers that support our business operations.
- Affiliates, business partners, or contractors where necessary for legitimate business purposes.
- Competent authorities, courts, regulators, or other parties where disclosure is required by law.
- A purchaser, successor, or other relevant party in connection with a merger, acquisition, financing, restructuring, or sale of all or part of our business.

We require service providers that process personal information on our behalf to use appropriate safeguards and to process information only for authorized purposes. Where personal information is transferred outside the European Economic Area, we use appropriate safeguards required by applicable data-protection law.

4. HOW LONG DO WE KEEP YOUR INFORMATION?

We retain personal information only for as long as reasonably necessary for the purposes described in this Privacy Notice, unless a longer retention period is required or permitted by law.

CERM's published privacy information states that website User Data is generally deleted within one year where there is no contract, and within one year after termination of a contract. Usage Data is generally deleted within one month after the website visit. Specific records may be retained longer where required for legal, accounting, security, or dispute-resolution purposes.

5. HOW DO WE KEEP YOUR INFORMATION SAFE?

We use appropriate technical and organizational security measures designed to protect personal information from unauthorized access, loss, misuse, alteration, or disclosure. These measures may include access controls, firewalls, security procedures, and other safeguards appropriate to the nature of the information and the risks involved.

However, no electronic transmission or storage system can be guaranteed to be completely secure. Accordingly, we cannot guarantee that unauthorized third parties will never be able to defeat our security measures or improperly access information.

6. WHAT ARE YOUR PRIVACY RIGHTS?

Depending on your location and applicable law, you may have rights regarding your personal information, including:

- The right to request access to your personal information.
- The right to request correction of inaccurate or incomplete personal information.
- The right to request deletion of your personal information where applicable.
- The right to request restriction of processing in certain circumstances.
- The right to object to certain processing, including certain processing based on legitimate interests.
- The right to receive certain personal information in a structured, commonly used, and machine-readable format.
- The right to withdraw consent where processing is based on consent.

To exercise applicable rights or ask questions about privacy, contact marketing@cerm.net. We may need to verify your identity before completing a request. We will handle requests in accordance with applicable data-protection law.

7. CONTROLS FOR DO-NOT-TRACK FEATURES

Some browsers and devices include Do-Not-Track (DNT) settings. Because there is currently no universally accepted technical standard for responding to DNT signals, our website may not respond to all DNT settings. Please refer to our Cookie Policy for information about cookies and similar tracking technologies.

8. DO CALIFORNIA RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?

California residents may have additional privacy rights under applicable California privacy laws. Where those laws apply to CERM's processing activities, eligible individuals may have rights to know, access, correct, delete, or opt out of certain processing, subject to statutory exceptions and verification requirements.

CERM does not intend this section to create rights beyond those required by applicable California law. California residents seeking to exercise applicable rights may contact **marketing@cerm.net**.

9. DO WE MAKE UPDATES TO THIS NOTICE?

Yes. We may update this Privacy Notice from time to time to reflect changes in our Services, business practices, technology, or legal requirements. The updated version will be identified by an updated revision date. We encourage you to review this Privacy Notice periodically.

10. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this Privacy Notice or CERM's privacy practices, you may contact us at:

- **Email:** marketing@cerm.net
- **Postal address:** CERM NV, Kapellestraat 130, 8020 Oostkamp, Belgium
- **Website:** <https://www.cerm.net/>

You may also contact the competent data-protection supervisory authority if you believe that your personal information has been processed unlawfully. In Belgium, the supervisory authority is the Belgian Data Protection Authority.

11. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Depending on applicable law, you may have the right to request access to, correction of, or deletion of your personal information. To submit a request, contact CERM at **marketing@cerm.net**. Please provide enough information for us to identify your request and verify your identity where required.

We will review and respond to your request in accordance with applicable data-protection requirements. Certain information may need to be retained where required by law or where another lawful basis for retention applies.

This document is a corrected and professionally formatted adaptation of the uploaded IPH Privacy Notice, with CERM-specific information incorporated. It should be reviewed by CERM's legal/privacy team before being published as an official legal notice.