

# Privacy Policies

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Last updated on 17 May 2018.

This Privacy Statement describes how Ankersmid Sampling manage personal information and respect your privacy. This policy may be amended from time to time. We encourage visitors to and users of our sites to regularly review our Privacy Policy.

All "**Personal Information**" (which is defined as any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains) that we collect and maintain will be subject to this Privacy Policy, as amended from time to time. To update your information and preferences, [johan.leyssens@ankersmidsampling.com](mailto:johan.leyssens@ankersmidsampling.com)

When we refer to "**Ankersmid Sampling**", we mean the Ankersmid Sampling entity that acts as the controller or processor of your information, as explained in more detail in the section below.

## Privacy Shield Framework

Ankersmid Sampling participates in and has certified its compliance with the EU-GDPR. Ankersmid Sampling is committed to subjecting all personal data received from European Union (EU) member countries and Switzerland, respectively, in reliance on the GDPR, to the Framework's applicable Principles. To learn more about the GDPR, visit <https://www.eugdpr.org/>.

Ankersmid Sampling is responsible for the processing of personal data it receives, under the GDPR, and subsequently transfers to a third party acting as an agent on its behalf. Ankersmid Sampling complies with the GDPR Principles for all onward transfers of personal data from the EU and Switzerland, including the onward transfer liability provisions.

With respect to personal data received or transferred pursuant to the GDPR, Ankersmid Sampling is subject to the regulatory enforcement powers of the European Trade Commission. In certain situations, Ankersmid Sampling may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our European third party dispute resolution provider (free of charge) at <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=NL>.

Under certain conditions, more fully described on the GDPR website <https://www.eugdpr.org/>, you may be entitled to invoke binding arbitration when other dispute resolution procedures have been exhausted.

### Entities Collecting Personal Information

This privacy notice is issued on behalf of Ankersmid Sampling so when we mention "Ankersmid Sampling", "we", "us" or "our" in this privacy notice, we are referring to Ankersmid Sampling responsible for processing your data.

We have appointed a data protection assistant for Ankersmid Sampling who is responsible for overseeing questions in relation to this privacy notice. If you have any questions, concerns, or requests about this privacy notice, how we manage your Personal Information, or any other issue relating to your Personal Information, please contact:

#### **Ankersmid Sampling BVBA**

Attn: Data Protection assistant Johan Leyssens  
johan.leyssens@ankersmidsampling.com  
Neerlandweg 21, 2610 Wilrijk BELGIUM  
Telefoonnummer: +32 3 820 80 02  
<https://www.ankersmidsampling.com>

#### **Data Controller (Location of Incorporation or Organization)    Properties**

Ankersmid Sampling BVBA

[www.ankersmidsampling.com](http://www.ankersmidsampling.com)

## Collection of Personal Information

As a visitor to the Site, you can engage in many activities without providing any Personal Information.

However, when you order products or services from Ankersmid Sampling, in order to provide the services to you, we may collect the following Personal Information from you:

- Contact information such as your name, phone and fax numbers, company address and company email address.
- Invoicing information such as the ordernumber, references, order and shipment dates.
- Demographic information such as your job title, job description and company name and company type.

Depending upon the activity, some of the information that we ask you to provide is identified as mandatory and some as voluntary. If you do not provide the mandatory data with respect to a particular activity, you will not be able to engage in that activity.

As is true of most websites, when you use the Site, Ankersmid Sampling or third party subprocessors contracted by Ankersmid Sampling may also collect certain technical and routing information about your computer to facilitate your use of the Site and its services. For example, we may log environmental variables, such as browser type, operating system, CPU speed, and the Internet Protocol (IP) address of your computer. We use these environmental variables to facilitate and track your use of the Site and its services. Ankersmid Sampling also uses such environmental variables to measure traffic patterns on the Site. To better understand the needs of our visitors to the Site we may occasionally match such information with your Personal Information.

## Updating Your Personal Information and Privacy Preferences

Upon request Ankersmid Sampling will provide you with information about whether we hold, or process on behalf of a third party, any of your personal information. To request this information please contact us at [johan.leyssens@ankersmidsampling.com](mailto:johan.leyssens@ankersmidsampling.com).

You have the right to access and correct, or delete your Personal Information and privacy preferences at any time. For security purposes, certain Personal Information can only be changed by contacting support. We will respond to your request promptly within a reasonable timeframe.

## How Your Personal Information Is Used

Ankersmid Sampling collects your information in order to provide services to you, comply with our legal obligations, and to improve our products and services. We do not sell, rent or share your personally identifiable information to or with third parties in any way other than as disclosed in this Privacy Policy. Ankersmid Sampling may use this information to:

- Process your order / Shipping confirmations.
- Register your rights, if any, to technical support or other benefits that may be made available.
  - Respond to customer service requests, questions and concerns.
  - Send you requested product or service information.
- Keep you informed about special offers and services of Ankersmid Sampling and selected third parties.
- Meet our research and product/service development needs and to improve our Site, services and offerings
- Customize your experience, including targeting our services and offerings to you.

We store information that we collect through a known customer database, and/or third party sources such as exhibitions and business cards. We tie your personally identifiable information to information in the summary, in order to provide tailored promotions and marketing offers and/or to determine your preferences.

In certain situations, Ankersmid Sampling may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Where required by law (e.g., to comply with a subpoena, warrant, court order, or legal process served on Ankersmid Sampling), and when we believe that disclosure is necessary to protect our rights, avoid litigation, protect your safety or the safety of others, investigate fraud, and/or respond to a government request. We may also disclose information about you if we determine that such disclosure should be made for reasons of national security, law enforcement, or other issues of public importance.

## Information Sharing with Service Providers / Agents

We also share Personal Information with certain companies that perform services on our behalf. We only share the Personal Information which is necessary for them to perform those services. We require any company with which we may share Personal Information to protect that data in a manner consistent with this policy and to limit the use of such Personal Information to the performance of services for Ankersmid Sampling.

We do not sell or otherwise provide Personal Information to other companies for the marketing of their own products or services.

## Data Retention

We will retain your information for as long as your account is active, your information is needed to provide you services, or as required to fulfill our legal obligations. If you wish to delete your account or request that we no longer use your information to provide you services contact us at [johan.leyssens@ankersmidsampling.com](mailto:johan.leyssens@ankersmidsampling.com). We will respond to your request within 30 days. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

## Choice / Opt Out

You may unsubscribe of receiving Ankersmid Sampling's email updates, newsletters by clicking on the **unsubscribe** link on the Site and making the appropriate selections. The choice to opt out of such communications is also generally available during the sign-up process. Ankersmid Sampling will still contact you when there are changes to the Terms of Service or Submitter Terms of Service, as applicable. In addition, we will still send you service-related announcements including, but not limited to, a registration email, benefit notification emails, emails automatically triggered by actions you took on the Site and bill related notices. Generally, you may not opt-out of these communications, which are not promotional in nature. If you wish not to receive them, you have the option of deactivating your account

## Protection of Your Personal Information

The Personal Information that you provide in connection with the use of the Site is protected in several ways.

- Your personal data is saved on a secure server where only a limited number of Ankesmid M&C employees can access the personal data through a password.
  - Our sever has most recent software version and firewall

We strive to protect the Personal Information submitted to us, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we take into account the sensitivity of the Personal Information we collect, process and store, and the current state of technology to use these measures protect your Personal Information, we cannot guarantee its absolute security.

If you have any questions about security on our Web Sites, you can send email to us at [johan.leysens@ankersmidsampling.com](mailto:johan.leysens@ankersmidsampling.com).

## Cookie and Tracking Technologies

The Site may automatically collect information as you browse, such as Internet Service Provider, browser type and version, average time spent on our site(s), pages viewed, information accessed, the Internet Protocol (IP) address used to connect your computer to the Internet and other relevant statistics. Such information is sometimes referred to as web analytics.

We may combine this automatically collected log information with other information we collect about you. We do this to improve services we offer you, to improve marketing and provide site functionality.

## Changes in Privacy Policy

Ankersmid Sampling reserves the right to amend the Privacy Policy from time to time at its sole discretion and will provide notice by email or on the home page of the Site when we make material changes to this Privacy Policy prior to the change becoming effective. If as the result of such changes, you want to alter the ways in which Ankersmid Sampling is allowed to use your Personal Information, you can do so by following the procedure described.

You will be deemed to have been made aware of, and will be subject to, any material changes to the Privacy Policy after such notice has been posted with the following exception: If at the time you provide Personal Information to Ankersmid Sampling you are given the opportunity (as you currently are) to limit how such information will be used to communicate with you, either by Ankersmid Sampling or by third parties, Ankersmid Sampling will not change your preference in this regard without your express consent. However, if Ankersmid Sampling is acquired by or merged with another entity, Ankersmid Sampling may provide to such entity customer information that is related to that part of our business that was sold to or merged with the other entity without your consent, but Ankersmid Sampling will provide notice of such asset sales, acquisitions, or mergers on this Site.

## Links to third party sites

Our Site includes links to other Web sites whose privacy practices may differ from those of Ankersmid Sampling. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any Web site you visit.

## Social Media Widgets

Our Web sites may include Social Media Features, such as the Facebook Like button and Widgets, such as the Share this button or interactive mini-programs that run on our site. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the company providing it.

## Children

We do not intend to solicit or collect Personal Information from anyone under the age of 18. If you are under 18, do not enter information on this site or engage our services.

If you believe a child of yours under the age of 18 has entered Personal Information please contact [johan.leyssens@ankersmidsampling.com](mailto:johan.leyssens@ankersmidsampling.com) to have the data removed and terminate the child's account.

## Privacy Complaints

Individuals located in certain countries, including the European Economic Area, have certain statutory rights in relation to their personal data. Subject to any exemptions provided by law, you may have the right to request access to Information, as well as to seek to update, delete or correct this Information.

To the extent that Ankersmid Sampling's processing of your Personal Data is subject to the EU General Data Protection Regulation, Ankersmid Sampling relies on its legitimate interests, described above, to process your data. Where Ankersmid Sampling processes certain Personal Data for Ankersmid Sampling's own direct marketing purposes, you have a right to object to Ankersmid Sampling's use of your Personal Data for this purpose at any time by emailing [johan.leysens@ankersmidsampling.com](mailto:johan.leysens@ankersmidsampling.com).

Ankersmid Sampling takes its users' privacy concerns seriously. If you believe that Ankersmid Sampling has not complied with this Privacy Policy with respect to your Personal Information, you may contact the Data Protection assistant at Ankersmid Sampling BVBA, Neerlandweg 21, 2610 Wilrijk Belgium. In your letter please describe in as much detail as possible the ways in which you believe that the Ankersmid Sampling Privacy Policy has not been complied with. We will investigate your complaint promptly. If you do not receive acknowledgment of your complaint or your complaint is not satisfactorily addressed, please contact our European third party dispute resolution provider.

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this Web site, you can contact our Data Protection assistant at [johan.leysens@ankersmidsampling.com](mailto:johan.leysens@ankersmidsampling.com).

### **Ankersmid Sampling BVBA**

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