

Eurodiaconia Privacy Policy

This privacy policy provides details about the personal data the international not-for-profit association known as Eurodiaconia AISBL (hereinafter, “Eurodiaconia”, “we” or the “Association”) collects from you as either a participant to a Eurodiaconia event or activity, a consultant or a supplier, a job applicant, the individual representative of its members (“Member individuals”) or any other member of the general public whose personal data Eurodiaconia may process (together “you”).

The protection of your data and privacy is of utmost importance for Eurodiaconia. We comply with data protection laws, including the European Regulation 2016/679 of 27 April 2016 on the protection of personal data (the "GDPR") and any other applicable national act or regulation regarding the processing of personal data or the protection of privacy.

The aim of this privacy policy is to provide you with transparent and clear information about the data protection policies and practices of Eurodiaconia as the data controller. Eurodiaconia wants to put you in control of your personal data and to let you understand, in accordance with the applicable legislation, how and why we use your personal data. The concept of personal data is broad and encompasses any type of information related to you, as a directly or indirectly identifiable natural person.

We recommend you read this privacy policy carefully in order to better understand our practices regarding the processing of your data.

1. About the data controller

The data controller responsible for the processing of your data is Eurodiaconia AISBL, having its registered offices at Rue Joseph II 166, 1000 Brussels, Belgium.

As a data controller we solely and autonomously determine the purposes and means of the processing of your personal data.

2. What data we collect

We collect and process your personal data only for the purposes set out in this privacy policy.

Eurodiaconia may process the following categories of personal data about you, depending on the categories of data subjects to which you belong:

Participants of events/ activities	Member individuals	Consultants and suppliers	Job applicants	Any other member of the general public
first name, last name	first name, last name	first name, last name	first name, last name	first name, last name
address including country	address including country	address including country	address including country	address including country
e-mail address	e-mail address	e-mail address	e-mail address	e-mail address
phone and mobile phone numbers	phone and mobile phone numbers	phone and mobile phone numbers	phone and mobile phone numbers	phone and mobile phone numbers
passport and ID details, date and place of birth	passport and ID details, date and place of birth	passport and ID details, date and place of birth	passport and ID details, date and place of birth	
gender			gender	

academic records, position		academic / professional background	CV	biographical information, position, academic background
disability, dietary requirements, allergies	disability, dietary requirements, allergies			
communications such as e-mails	communications such as e-mails	communications such as e-mails		
financial information such as bank details	financial information such as bank details	financial information such as bank details VAT number, permit of work if applicable		
website usage data, such as data usage and IP address	website usage data, such as data usage and IP address	website usage data, such as data usage and IP address	website usage data, such as data usage and IP address	website usage data, such as data usage and IP address
travel details	travel details	travel details		
			Belgian permit of work if applicable	
photos			photos	

Eurodiaconia events and activities may be audio or video recorded, posted as a podcast, photographed, published and archived. By registering, participants grant Eurodiaconia permission for use of images taken during the event or activity for publicity and fundraising purposes, and to create awareness and distribute information on the event or activity. If you wish that your image or voice is not recorded and published, please contact the organisers who will make every effort to accommodate your needs.

3. On which legal basis and for what purposes we process your data

We always process your personal data on the basis of and within the boundaries of the legal bases as those are laid down under applicable law. We also ensure to limit the processing of your personal data to what is strictly necessary for the achievement and performance of these purposes.

Consent

When we process your personal data, we strive to rely on your consent, to put you in control of your personal data. Subject to obtaining your prior and specific consent and in accordance with the applicable law, we may process your personal data:

- Such as e-mail address, in order to send you personalised information, newsletters or various publications to which you subscribe; or
- To communicate your contact details to the other participants of an event or activity
- To communicate Member individuals' contact details to other Members or other stakeholders
- To enable event participants with certain health conditions to benefit from our services and to make the events accessible for all, we may request participants to indicate whether they have specific dietary requirements or other specific needs (e.g. disability)

You always have the right to withdraw your consent at any time.

Performance of our legal and contractual obligations

We may also process your personal data where this is necessary for the performance of our legal or contractual obligations. In such a case, we limit the processing of your personal data to the extent of what is strictly necessary.

We process event participants' personal data for the purpose of the event registration, to ensure the good processing and follow-up of your registration when organising Eurodiaconia events, incl. preparation of lists for contacts, participant lists and rooming lists, booking of accommodation, travel reimbursements, transportation, circulating pre-event information and meeting follow-up. We limit the processing of your personal data to what is strictly necessary for the achievement and performance of this purpose.

We process job applicants' personal data for the purpose of the evaluation of their application and the further follow-up, incl. interview, background check, etc. We limit the processing of your data to what is strictly necessary for the achievement and performance of this purpose.

We process Member individuals' personal data for the performance of your contractual relationship with Eurodiaconia. This information can help the administration of certain Member individuals to allow the Association to perform its tasks, services and activities or allow for communications for formal meetings. The information is needed for and facilitates the general administration/registration of Member individuals.

If a Member individual is eligible for a position in a body or governance body Eurodiaconia, we may process personal data of the Member individuals for the functioning in its governance bodies, such as Board Members' administration, management, voting procedures and related, following from the statutes and the Belgian Code on Companies and Associations.

Legitimate interest

When not strictly necessary for any of the abovementioned reasons, Eurodiaconia may also process your personal data for other purposes, falling under the achievement and the realisation of its legitimate interests. In such a case, however, Eurodiaconia maintains a fair balance between the need to process your data and the preservation of your rights and freedoms, including the protection of your privacy. Whenever this is the case, Eurodiaconia will keep you informed about what type of legitimate interest we are pursuing and provide you with transparent information about the processing operations and your rights.

Against this background, we may process your personal data for the following reasons:

- to run day to day operations
- to guarantee the security of persons or property
- to manage Eurodiaconia's litigations, including debt collection and solvency monitoring
- to manage Eurodiaconia's public relations
- to publish newsletters and website articles
- for direct marketing purposes, including but not limited to, the design and preparation of marketing campaigns, the analysis of the behaviour or preferences of Members based on activities and other parameters and/or interactions with Members
- to send you further information from Eurodiaconia or contact certain members of the public, including without limitation policy-makers, stakeholders and journalists on legislative issues, and communicate the position of Eurodiaconia on policy issues
- to manage the communication and updates to Member individuals not falling under the abovementioned communications
- to gather input from Member individuals to Eurodiaconia activities through surveys or by email

4. With whom and how we share your data

Your personal data will never be shared with third parties without your express prior consent. The only exceptions to this apply in the following cases:

For prosecution reasons

Where required in order to investigate the unlawful use of our services or for the purposes of prosecution, personal data will be disclosed to the relevant law enforcement authorities and, where applicable, to any

third-party claimants. However, such a course of action will only take place if there is concrete evidence of unlawful conduct or misuse. In such cases, your data may also be shared if doing so is required for the fulfilment of terms and conditions of use or other agreements. If requested, we are also legally obligated to disclose such data to certain public authorities, such as law enforcement bodies, authorities that penalise offences with financial penalties, and financial authorities.

In these cases, data is disclosed on the basis of our legitimate interest in combating misuse, aiding the prosecution of criminal offences, and aiding the establishment, assertion and enforcement of claims, in line with the GDPR. If you require further information about the balancing of interests that must be carried out in accordance with the GDPR, please contact us using the details provided below.

Processors

We rely on contractually bound third-party companies and external service providers (referred to as “processors”) in order to provide our services. In such cases, personal data will be shared with these processors in order to allow them to continue providing their services. The processors have been carefully selected by us and are subject to regular audits. The processors are permitted to use the data only for the purposes specified by us. Furthermore, they are contractually obligated to handle your data exclusively in accordance with this privacy policy and in line with the applicable data protection laws.

We use the services of the following processors in particular:

- Service providers and consultants for organisation of meetings and events (incl. online meetings or webinars)
- Service providers for the distribution of newsletters, the execution of surveys
- Service providers for study research, statistics, scientific studies, etc.
- Logistics service providers, for the purpose of sending you materials relating to the Association’s activities
- Payment service providers for the purpose of processing all payments from you to us or vice versa
- IT service providers for the provision of hardware and software and for the implementation of maintenance work

Data is disclosed to processors on the basis of the GDPR or, alternatively, on the basis of our legitimate interests in the economic and technical advantages associated with the use of specialised processors and on the basis of circumstances in which your rights and interests in the protection of your personal data are not overridden. If you require further information about the balancing of interests that must be carried out in accordance with the GDPR, please contact us using the details provided above.

Other recipients

Your personal data may also be shared with other recipients such as:

- The European Commission and other funders for reporting activities
- Our partners and external suppliers (e.g. hotels) for the management of projects and events
- The other participants if you have given us the permission to do so in the event registration form (name, affiliation and country), with a view to facilitating future contacts

Data is disclosed to such recipients on the basis of the performance of our contractual obligation related to the organisation of events and projects and our legitimate interest in fulfilling our reporting duties. If you require further information about the balancing of interests that must be carried out in accordance with the GDPR, please contact us using the details provided below.

5. Your rights

Access, rectification, erasure, portability and objection rights

For all the purposes defined above, and subject to applicable data protection laws, you have the following rights:

- The right to ask us to provide you with copies of personal data that we hold about you at any time, which include the right to ask us: whether we process your personal data, for what purposes; the categories of data; the recipients to whom the data are shared;
- The right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you;
- Where your consent has been given, the right to withdraw such consent at any given time, without affecting the lawfulness of processing based on consent before its withdrawal;
- The right to erasure within the limits afforded by data protection legislation;
- The right to oppose to the processing of your personal data, within the limits afforded by data protection legislation;
- The right to data portability within the limits afforded by data protection legislation;
- The right to restriction of processing insofar the conditions under the data protection legislation have been met; and
- The right to opt out of any direct marketing communications that we may send you

How you can exercise those rights

You may at any time exercise the abovementioned rights in accordance with data protection regulations, by sending a request with a copy of your ID card (passport or other proof of identity) to dataprivacy@eurodiaconia.org or in writing at Rue Joseph II 166, 1000, Brussels, Belgium, and subject to complying with our reasonable requests to verify your identity.

Right to lodge a complaint

You can also lodge a complaint to the Belgian Data Protection Authority either by post at rue de la Presse 35, 1000 Brussels, or by filling in and uploading the online form made available at <https://www.dataprotectionauthority.be/citizen/actions/lodge-a-complaint>.

6. How long we keep your personal data

We will not store your personal data beyond the time necessary for the performance of the purposes for which the data is processed.

We apply the following guidelines:

- Personal data relating to rejected job applicants will be retained for a maximum period of 2 years after the recruitment process has ended;
- Personal data relating to participants to our events will be retained for a period of 5 years;
- Personal data relating to suppliers and consultants will be retained for a period of 10 years;
- Personal data used for information-sharing purposes will be retained for as long as we are sending you relevant information about Eurodiaconia. As soon as we note that your contact details are no longer accurate or active, or whenever you decide to use your right to unsubscribe, we will no longer keep your personal data for these purposes
- Personal data relating to relevant Eurodiaconia stakeholders will be retained for as long as the stakeholder is engaged in our activities
- We may also keep personal data as long as it is necessary to comply with our legal obligations (including bookkeeping, social and tax obligations) or to resolve disputes and/or enforce our rights.

More information on our retention periods is available upon request.

7. International transfers

In connection with the abovementioned purposes, we may need to transfer your personal data to a country located outside the European Economic Area.

When we transfer personal data that we collect from you to countries that are outside of the European Economic Area, we guarantee, within the meaning of the GDPR:

- The existence of an adequacy decision;

- The effective implementation of appropriate safeguards, such as the entering into of the standard contractual clauses issued by the European Commission or the establishment of Binding Corporate Rules; and/or
- To the extent necessary, the adoption and implementation of additional measures.

We may also transfer your personal data on the basis of a derogation for a specific situation within the meaning of the GDPR. For further information, including obtaining a copy of the documents used to protect your personal data, please contact us at dataprivacy@eurodiaconia.org.

8. How we protect your personal data

We take appropriate technical and organisational measures to safeguard and protect your personal data, against unauthorised or unlawful processing and against accidental destruction, loss, access, misuses, damage and any other unlawful forms of processing of the personal data in our possession.

9. How you can contact us

If you have any questions about this privacy policy, or if you would like to exercise your rights or to update the information we have about you or your preferences, please contact us here:

dataprivacy@eurodiaconia.org or in writing at Rue Joseph II 166, 1000 Brussels, Belgium.

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