

General Terms and Conditions

This website is owned by **ARTONE SA** with its registered office at Avenue Ilya Prigogine 1, B-1180 Uccle and registered in the BCE [Belgian Companies Register] under number: 0553.501.004. You can contact us at the following address: info@artone.be or on +32 (0)2 532 24 05.

These general terms and conditions relate to the use of this website and related opportunities. Artone takes particular care in creating and updating this website. The content of the website, including any links, may at any time and without notice, be changed, modified or updated. These adaptations and/or any possible changes made may consequently lead to changes to these general terms and conditions. By accessing the Artone website, you acknowledge having read and accepted, without any reservation, these general terms and conditions of use.

Intellectual property rights

The use of this website does not grant any intellectual property rights to the user with regard to the content, which remains the exclusive property of Artone.

The content of this website (accessible information, graphics, text, logos, images, photos, data, brands, etc.) is protected by trademark rights and/or copyright and/or any other provision in force which may be applicable in relation to intellectual property.

The copying, reproduction, adaptation, translation, arrangement, public communication, distribution, modification of all or part of this site in any form whatsoever is strictly prohibited without the prior written agreement of Artone.

Any unlawful use of all or part of the website may lead to proceedings in accordance with laws in force.

Limitation of liability

The Artone website presents general information. This information is not adapted to personal or specific circumstances and cannot therefore be considered as personal, professional or legal advice to the user.

Artone works hard to provide complete, correct, accurate and up-to-date information. In spite of its significant endeavours in this regard, some errors, omissions and/or incompleteness may occur. We endeavour to correct such instances as quickly as possible. Please feel free to contact us via the address info@artone.be should you note any such mistakes. Moreover, we cannot be held liable for direct or indirect damages resulting from the use of information contained on this website.

Artone does not guarantee the correct functioning of this website. We cannot be held liable in the event that the site is temporarily unavailable and cannot take responsibility

for any damages, direct or indirect, specific or general, that may arise from access to the website or its use, and this also applies to links and hyperlinks.

No element of this website can be considered or interpreted as a contractual proposal, forming terms of an agreement between Artone SA, its subsidiaries or any company in question, directly or indirectly, through the content of this website and the users of this website.

Links to other sites

Under no circumstances, can Artone be held liable, directly, indirectly, specifically or separately, for damage incurred following the use of this website or another website. The same applies to links and hyperlinks, without limitation, any losses, work disruptions, damage to programmes or other data on the IT system, devices, programmes or any other item belonging to the user in question.

This website may contain hyperlinks to websites or pages operated by third parties or send you there indirectly. The publication of links to these websites or pages does not imply, under any circumstances, implicit approval of the content thereof.

Artone formally declares not to have any control over the content or other features of these websites and cannot under any circumstances be held liable for the content or features contained therein, or any other form damage resulting from the use thereof.

Availability of the site

Artone reserves the right to suspend access to the site for technical reasons or for any other reason, and to do so, without prior notice. Artone shall therefore not be held liable for such interruptions and any possible consequences for users or third parties.

Unauthorised access to the site

Artone unilaterally reserves the right to prohibit access to the entire website or to part thereof to any natural or legal person who overrides these general terms and conditions; who taints, in any way, the reputation of Artone and/or the website; who infringes on the intellectual property rights of third parties; or who seeks to use the site for illegal purposes or without the prior authorisation of Artone.

We also reserve the right to pursue legal proceedings against such persons.

Applicable law and courts with jurisdiction

Only Belgian law shall apply to this website.

In case of dispute, only the Courts of the district of Brussels shall have jurisdiction.

Privacy policy

ARTONE SA with its registered office at Avenue Ilya Prigogine 1, B-1180 Uccle and registered in the BCE [Belgian Companies Register] under number: 0553.501.004, takes the utmost care to observe a strict privacy policy and protect personal data, in accordance with the applicable legislation in the field, notably the European General Data Protection Regulation (GDPR). You can contact us at the address info@artone.be or on +32 (0)2 532 24 05.

Your personal data is provided to us when you visit our website; when you request information, either via the Internet, by phone or by another means (estate agent, quote request, site visit request, etc.) ; when you complete a form; when the information is provided to us indirectly (via a third party or third-party websites); when you sign an agreement with Artone, etc.

The majority of the information present on our website is available without having to provide your personal data. However, if we request your personal data, this will be used in observance of the points set out hereafter.

A. Objectives

We collect and process your personal data to be able to respond to your information request, provide details of our activities, including current or future projects; to manage a contractual or pre-contractual relationship; to keep you informed; for accounting, advertising or marketing purposes, etc.

More specifically, when you interact with Artone via one of our chat windows or when you sign up via one of our forms, we will ask you to provide personal data. Similarly, emails (or any other message) that are sent to us may contain personal data and are likely to be stored. All information collected in this way is used to perform a service and/or ensure you receive the best response to your request. This information is therefore saved on secure servers belonging to Artone or a third party.

B. Personal data category

- *Personal data that you provide to us*
This relates to general information (first name, last name, postal address, email address, telephone number, etc.) as well as any information that you provide voluntarily and without obligation, and any contact or marketing preferences that you give us with your consent; contact details for your business, association or institution; information relating to property; etc.

- *Personal data that we collect*
This relates to information coming from third parties (public databases, social media, marketing sheets, etc.) and the automatic collection of personal data.
- *Non-personal anonymised or aggregated data*

This relates to the type of browser used, the operating system, the domain name of the website through which you landed on the Artone website, etc.

C. Processing personal data

Your personal data is processed for the following reasons:

- Within the framework of contractual or pre-contractual relations with suppliers, clients and prospective clients, notably to process information requests regarding current or future projects; to manage the contractual relationship; for the setup, acceptance, sales monitoring and after-sales care of your property purchase; for accounting purposes; to combat any possible fraud, offences or violations (notably within the framework of anti-money laundering legislation) and ensure the management of any possible disputes or legal proceedings; etc.
- On the basis of our legitimate interest, notably to ensure the tracking of your information requests; to update, correct and gather personal data, where applicable using useful data from external partners that might be available; to contact you if we experience difficulties in responding to one of your requests; to check or improve the quality of your contacts with Artone based on your responses; to improve our products or services, tailor our events, website or mobile applications according to the preferences of our visitors, clients or prospective clients or to enhance security; obtain information for the purpose of purchasing assets; to combat any possible fraud, offences or violations and ensure the management of disputes and any legal proceedings; etc.
- Based on our legitimate interest and/or with your consent, notably to send you marketing material according to your communication preferences, such as, for example, to send you newsletters to which you have subscribed; send you reminders regarding your properties, to renew any service or contract that we offer and which is about to expire; inform you about offers on Artone products or services generally or specifically tailored to you; send out information concerning events organised by Artone; within the context of satisfaction surveys or market research surveys on our products and/or services or the property market; notify you of open house events; etc.
- Based on the law, notably to comply with our legal and regulatory responsibilities (i.a. relating to financial information); to respond to legal proceedings or requests for information from government authorities or other third parties; to prevent and detect crime and fraud, or to protect your rights or those of others; in order to respect legal assurances; etc.

We may from time to time combine personal data collected on the website or via other channels with data collected from third parties (such as marketing agencies) in order to help us determine the properties that interest you. We may then use this data to send you targeted information. We may also work with third parties to display personalised advertising on social media or, if you accept the use of cookies, when you browse the web or visit other websites (please refer to the Artone cookies policy for further information on this subject).

If you would prefer to no longer receive marketing material from us, you can request this by sending a message to the following address: info@artone.be.

D. Protecting your personal data

Artone strives to respect the privacy of all users of its website and takes care to ensure that your personal data is processed in complete confidentiality and with your consent.

We have established measures concerning the personal data policy with the aim of protecting your personal data which falls under our control against unauthorised access or modification, against improper use or publication, as well as unlawful deletion or loss following an accident.

Our partners with access to your personal data are required to respect the confidential nature of the information that they process.

We consider your personal data as confidential information that is never communicated to third parties. Such data is neither sold nor transmitted to third parties for commercial purposes. The only exceptions to this, allowing us to send your personal data, are as follows:

- You have given us your formal consent in advance;
- We are required by law to transfer your data within the context of (preventing) fraud and abuse, or more broadly within the context of legal proceedings;
- We call upon third parties to perform part of the contract that we have concluded with you, in which case, we ensure that said third parties also observe this privacy policy. Your personal data is or may be shared with the following third parties: companies or other organisations which we engage to supply services on our behalf, such as web hosting companies, direct mail suppliers, analytics providers, events companies and IT suppliers; partner companies when this is necessary to supply a product or service that you have requested. We ensure that your personal data will only be used for the purpose set out in this policy.

Your personal data may also be shared with other companies/organisations/partners that we have engaged to supply services in our name or any other service that you would have requested, or to third parties with whom Artone works on real estate projects, such as real estate agents or other property promotion companies, as well as in the event that our activities pick-up or expand.

Your personal data is also processed according to Belgian legislation on the protection of data and may be transferred within European Economic Area.

Artone would nevertheless draw your attention to the fact that there is no absolute guarantee of security, notably on the Internet.

E. Storing your personal data

Your personal data shall not be stored for longer than necessary to fulfil the objectives for which it was collected and to satisfy legal obligations.

When you show an interest in one of our property projects and/or you have made a purchase, we store your contact details in order to keep you informed of our activities and new projects until such time as you make a request to no longer receive such information.

However, you always have the opportunity, to make a request in writing to consult, modify, limit or object to the processing of your data or delete any personal information stored in our files. You also have the full right to unsubscribe from any mailshots sent by us.

If you are unhappy with the processing of your personal data, you have the option to submit a complaint to the supervisory authority (Autorité de Protection des Données [Belgian Data Protection Authority] – Rue de la Presse 35, 1000 Brussels – commission@privacycommission.be).

F. Other websites or social media

When you browse the website, you also have the option to share or follow information about Artone, the website or the products and/or services available via the functionality of a third-party social network (for example using the buttons "share", "like" or "follow").

We offer this functionality in order to generate interest in the website among members of your social networks, and to allow you to share and follow posts, news and recommendations on the website with your contacts. However, you should be aware that by sharing personal data with a social network can lead to this information being collected by the social network provider and public distribution, including search engines. We always recommend that you read the privacy policy of all websites and social networks carefully when accessing or sharing information to fully understand their privacy practices.

G. Changes

This privacy policy is subject to change at any time, as the need arises, notably to comply with changes to regulations, rules or requirements introduced by the data protection authorities.

Cookie Policy

The Artone website uses cookies (a small text file that enables a website to be stored on your computer or mobile device when you visit a website). These cookies are essential from a technical perspective, at least partially, to ensure that you experience a smooth, functional and optimal visit to our website, notably through saving your preferred settings. They also allow us to analyse the way in which visitors use our website.

Generally, there are two types of cookies:

- *"First-party cookies"*: this relates to cookies inserted by the domain shown in the address bar of the web browser, that is to say, which corresponds to our website).
- *"Third-party cookies"*: this relates to cookies inserted by a different domain to our own website, coming from, for example, advertisers, marketers or social networks, such as doubleclick.net or youtube.com.

Information generated by cookies relating to your use of our website may be sent to secure servers belonging to Artone or a third party.

When you accept a cookie from our website (according to the settings on your computer or mobile device), you confirm your agreement to the processing of data by Artone, and more generally, your agreement to the general terms and conditions applicable to the Artone website. Cookies may be stored for as long as necessary, but not exceeding this time.

You can always manage and/or delete cookies and/or set your browser to block cookies. In this way, cookies will not be stored on your hard disk. This means that you will have to configure your preferences again on each visit and that certain sections of the website will not function (as you wish). In this case, we cannot guarantee the optimal operation of the website in all circumstances. You will find further information on this subject on the website www.allaboutcookies.org.

Google Analytics feature

This relates to a service from Google which operates based on cookies to analyse use of a website and to then propose services and functionalities related to this use.

The data collected through this is generally transferred to a Google service in the United States of America, where it will be stored. In order to protect the personal data collected, your IP address is abbreviated by Google before leaving the European Union or other signatory countries of the treaty within the European Economic Area. Only in certain exceptional circumstances is the full IP address transferred to a Google server in the United States of America before having been abbreviated.

Google guarantees that the IP addresses sent by your server within the context of Google Analytics shall not be combined with other Google data. More specifically, you can prevent the sending of data collected by cookies to Google and related to your use of the

website (including your IP address) as well as the processing thereof, by downloading and installing a plug-in onto your computer available for your browser via the following link: [https://tools.google.com/dlpage/gaoptout?hl=fr\(https://tools.google.com/dlpage/gaoptout?hl=fr\)](https://tools.google.com/dlpage/gaoptout?hl=fr(https://tools.google.com/dlpage/gaoptout?hl=fr)).