

Crelan developers portal : privacy notice

Crelan NV, Sylvain Dupuislaan 251, 1070 Brussels, Belgium ("Crelan") acts as a controller and is responsible for the processing of the personal data we collect via our PSD2 developers portal or the associated support process. Crelan is committed to protect your personal data and takes appropriate measures to offer an adequate level of protection in accordance with the General Data Protection Directive (GDPR).

Purpose of processing

The collected data are used to verify your identity, to provide the services and to comply with legislation. Crelan will not use the collected data for other purposes. If you do not provide us with these data, we cannot offer the services.

Data protection measures

Crelan takes appropriate organizational and technical measures to protect your data from loss, alteration, destruction, unauthorized access or unauthorized disclosure. Access to your personal data is limited to individuals who need the access to provide the service. These individuals are required to maintain the confidentiality of such information. We will retain information collected about you for as long as permitted for legitimate purposes or required by Law.

Processors and recipients

The collected data may be processed, for the purposes described above, by processors acting on behalf of Crelan. These processors are carefully selected and need to comply with our standards on data processing and security. They are bound by Data Processing Agreements and our instructions. Crelan will only transfer the data strictly necessary for them to provide their services. Where we are sharing information with organisations in another country, we will ensure they agree to apply equivalent levels of protection as we do.

The collected data may also be disclosed in order to comply with our legal and regulatory requirements, or for data privacy or security audits.

Your rights

With regards to the information Crelan holds about you, you have the following rights. If you wish to exercise any of these rights, please contact us at privacy@crelan.be, or by post: Crelan, Sylvain Dupuislaan 251, 1070 Brussel, Att.: 'Data Protection and Privacy Office'.

1. The right to be informed

Crelan is publishing this Privacy Notice to inform you about what we do with your personal information.

2. The right to access

Please contact us if you wish to access the personal information Crelan holds about you.

3. The right to rectification

If the information Crelan holds about you is incorrect, you have the right to ask us to rectify it.

4. The right to erasure

Under certain circumstances you may have the right to obtain the erasure of your personal data.

5. The right to restrict processing

Under certain circumstances you may have the right to restrict how we process your data, in this case the data may only be processed by us for certain purposes.

6. The right to data portability

Under certain circumstances you may have the right to receive the personal information Crelan holds about you in a structured, commonly used machine-readable format, or to transmit those data to another provider.

7. The right to object

Under certain circumstances you may have the right to object to Crelan processing your data.

Contact

If you have any further questions or a complaint concerning the processing of your personal data, you may contact us at privacy@crelan.be , or by post: Crelan, Sylvain Dupuislaan 251, 1070 Brussel, Att.: 'Data Protection and Privacy Office'.

In any event, you always have the right to ask for information from or lodge a complaint with the Belgian regulator in charge of protecting personal data, i.e. the Belgian data protection authority: Gegevensbeschermingsautoriteit, Drukpersstraat 35 te 1000 Brussel (<https://www.privacycommission.be>).