

# Privacy policy

## Objective and responsible party

This privacy statement provides guidance on the nature, extent and purpose of the collection and use of data within the websites and online services of the European Federation of Building Societies, Rue Jacques de Lalaing 28, 1040 Brussels, Belgium, as the responsible party under data protection law (referred to in the following as “we” or “us”). This statement covers the following websites and associated subdomains:

www.efbs.org

www.efbs2016.org

www.housingfinance2013.org

www.eubv2010.com

## Basic information on data processing

We collect, process and use users’ personal data solely in compliance with the relevant data protection legislation. This means that we only use users’ data where we are legally permitted to do so or where the user has consented to its use.

We make organizational, contractual and technical arrangements to ensure that data protection legislation is complied with and the data managed by us is thus protected against any accidental or deliberate manipulation, loss and destruction or against any access by unauthorized persons.

## Collection, processing and use of personal data

Users’ personal data is used for the following purposes:

- Delivering services to the public and our members and ensuring efficient technical support.
- Whenever we are contacted, personal data is stored to process the inquiry and in case any further questions arise. The purpose of storage follows from each inquiry.
- If contact data is collected at an event, it is stored for future contact in connection with events.
- Sending technical information about our websites and online services.
- Sending newsletters or other informational material, provided we have the user’s consent.
- We forward the data to third parties where this is necessary to fulfil our contractual obligations.

## Collection of access data

We collect data on each server access to our websites (so-called ‘server log files’). The data includes the name of the web page requested, file, request date/time, volume of data transferred, ‘successful request’ report, type of browser plus version, the user’s operating system, referrer URL (the page previously visited), IP address and the requesting provider.

We use the log file data, without associating it with the person of the user or any other profile, solely for statistical analysis for the purpose of operating, securing and optimizing our websites. At the same time, we reserve the right to subsequently check the log file data if there is concrete evidence allowing justified suspicion of illegal use.

We collect data through a continuous online survey. This survey is designed solely to check/improve the quality of our websites. Users' responses are recorded, stored and processed completely anonymously by us so that it is not possible to identify users. The data is never made available to unauthorized third parties.

### **Revocation, changes, corrections and updates**

Users are entitled to receive, on request, information free of charge about their personal data stored by us. Please see the site notice for our contact details.

In addition, users are entitled to have incorrect information corrected, to revoke consent and to have their personal data blocked or deleted provided this is not precluded by any statutory retention requirement.

### **Amendment of our privacy policy**

We reserve the right to amend our privacy policy to adapt it to changes in the legal situation or modifications of web-based services or data processing.

Users are therefore advised to check its contents regularly.

Date of this privacy policy: 18 April 2018.