

Privacy statement for parent beneficiary

At Tempo-Team Childcare we attach great importance to protecting the personal privacy of all people whose data we compile. We treat and protect this data with the utmost care, in accordance with the applicable laws in Belgium¹.

We do everything to protect the data supplied to us against loss, destruction, publication, unauthorised access or improper use.

In this privacy statement we explain who we are and why we require your personal data, which data we compile, how and for how long we process it, who we can pass it on to, what your rights are and how you can exert them.

This privacy statement is intended for you if you are:

- a parent (together with the child you represent) who is the beneficiary of the Tempo-Team Childcare service through his employer or health insurance fund, hereinafter referred to as parent beneficiary

If you choose to provide us with information voluntarily, we will use this information in accordance with this privacy statement.

A. Who we are

Tempo-Team Childcare SA is part of the Tempo-Team Group. This Group also include: Tempo-Team nv, Tempo-Team at Home nv (Tempo-Team Dienstencheques), Tempo-Team Construct nv, Tempo-Team Professionals nv (Exselsia) en Randstad Group Belgium nv.

Tempo-Team Childcare is established at 1082 Brussels, avenue Charles V, 586 box 8, and is responsible for the processing of your personal data (Data controller in the meaning of the Data Protection Act).

B. When do we compile your personal details?

As parent beneficiary we collect your data (and those of your child) :

-from the moment you transmit them to us by phone (by the order to a childcare practitioner)

-when your employer or your health insurance fund identifies you to our services as a beneficiary of our services.

-via the report of care service.

¹ These are the Act of 8 December 1992 on the protection of privacy with regard to the processing of personal data (Privacy Act) and Regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016 on the protection of natural persons in relation to the processing of personal data and the free movement of this data (GDPR).

C. Why do we need your personal details?

As parent beneficiary, we use your data as part of the fulfillment of our childcare mission to which we are committed towards your company (health insurance fund) or organization.

More specifically, we use your personal details to :

1. be able to provide the necessary information and instructions to the childcare practitioner for sick children, about the mission to be completed (location of the service, parking possibilities, information on the child, necessary medicines) and any other information essential to the accomplishment of the mission);
2. be able to control your rights relating to the childcare service for sick children and carry out the mission agreed with your employer or health insurance fund;
3. allow you to exert your rights (also see point H) and to indicate later on that we acted upon these rights.

We use and process your personal details, depending on the type of processing, on the basis of:

1. **our (pre)contractual relationship and all related statutory obligations of Tempo-Team Childcare:** as parent beneficiary, are you not directly involved in a Childcare service contract, but you are the "third party beneficiary" of this service, and you make use of the service offered through your employer or your health insurance fund .
If you do not want your personal details to be processed as part of this, we cannot provide our services to you.
2. **the legitimate interest of Tempo-Team Childcare or of a third party:** if necessary, we use your details to meet justified interests of Tempo-Team Childcare or of third parties. This can be done for access or internal control and audits to guarantee the safety and continuity of our systems and partnerships. This legitimate interest is also present when we need to file your data as part of establishing, implementing or substantiating a possible legal procedure.

D. Which of your personal details do we process?

We process the following personal data concerning you as the parent beneficiary:

- Name, address, language, telephone number (e-mail address on voluntary basis) of parents;
- The presence of pets;
- Social Security number of parents (for contacts with health insurance funds) or personal number / ID;



- Name, first name, language, age, sex, type of illness and medicines, allergies and forbidden foods / drinks concerning the children in need of care.

We advise you to pass on any changes in your personal details as soon as possible.

E. Who do we share your personal details with?

Only if necessary for the realisation of objectives mentioned under point C, for the execution of the existing agreement, observing the statutory requirement (of Tempo-Team Childcare or of a third party) or the protection of a justified interest (of Tempo-Team Childcare or of a third party) can Tempo-Team Childcare transfer some of your personal details

As beneficiary parent :

1. to childcare practitioner for sick children for ,
 - the execution of the agreements made in the context of the implementation and execution of their tasks;
2. to all other partnerships of the Tempo-Team Group in Belgium and the holding company of Tempo-Team Childcare for, among other reasons:
 - internal service (administrative task such as processing performances, etc.);
 - internal audit;
 - management information;
3. to subcontractors or suppliers of Tempo-Team Childcare, for among others reasons:
 - providing services or carrying out tasks and orders on behalf and at the expense of Tempo-Team Childcare (e.g. IT providers, cloud providers, research bureaus, entrance security access, etc.);
4. to all other third parties we are obliged to by law, court order or decree.

Tempo-Team Childcare will not sell, lease or make your personal details available for commercial purposes to third parties, unless you have given prior consent.

As Tempo-Team Childcare develops its business, Tempo-Team Childcare may sell or buy activities or assets. In case of a sale, merger, reorganization, dissolution or similar event, your personal data and other information may be part of the transferred assets.

If our suppliers process your personal details for Tempo-Team Childcare, they act as processors as laid down in the GDPR. We conclude a processing agreement with these processors and do everything in our power to ensure that they sufficiently protect your personal details.

Your personal details can in certain cases be passed on outside Belgium and the European Union. Tempo-Team Childcare takes the necessary contractual and technical security measures to ensure that



all personal details passed on are adequately protected against loss or unlawful processing. For further questions about this, contact the Data Protection Officer (see further).

F. How long do we keep your personal details?

Your personal data will be actively stored for the time that you are a potential beneficiary of our services. Afterwards, we store the necessary personal data (eg childcare report) for a term of 10 years due to the applicable limitation period, compliance with our legal obligations and in the context of complaint handling.

G. Security measures?

Tempo-Team Childcare does everything in its power to optimally protect your personal details against unlawful use. We do this on the basis of physical, administrative and technological measures.

For example: only authorised persons get access to our offices and our systems, and access is limited to the systems they require for professional purposes. These people must know our internal policy on privacy and data protection and be able to apply it correctly. If and insofar as data is provided to third parties, Tempo-Team Childcare agrees with these third parties that they will also optimally protect the personal details.

H. What are your rights?

Tempo-Team Childcare processes your personal details in accordance with the stipulations of this privacy statement. As an involved party you have a number of rights you can exert at any time. You can do this by making use of the form we make available on your Childcare webpage

<https://www.tempo-team.be/nl/gdpr/gdpr-childcare>

<https://www.tempo-team.be/fr/gdpr/gdpr-childcare>

You can exert the following rights:

- **Right to object**

You can object to the processing of your personal details. You can only do this against processing based on the justified interests of Tempo-Team Childcare or of a third party (see higher in point C). In the exertion of this right you will have to submit the form indicating which processing you oppose and for which specific reasons. This is necessary in order to be able to make a correct balance of interest.

- **Right of access**

You can formally ask which personal details are processed about you.

- **Right to rectification (improvement and addition)**

All objective data having a personal character provided to us, which is inaccurate or wrong (wrong address, misspelling in name, ...) can be corrected or completed by simple request to your contact person.

- **Right to data portability**

You have the right to transfer the personal details you have submitted to Tempo-Team Childcare yourself in electronic form to yourself (via the e-mail address you give on your application form) or to a person with processing responsibility you indicated (via the e-mail address you give on your application form).

- **Right to erasure (right to be forgotten)**

In the cases provided in the GDPR, we will remove your personal details at your request.

- **Right to restriction of processing**

You have the right to obtain restriction of processing of your personal details if:

- You contest the correctness of your personal details (for the duration of the checking by Tempo-Team Childcare).
- The processing of your personal details by Tempo-Team Childcare would be unlawful, but you don't want to invoke your right to erase data.
- We no longer need your personal details for the purposes included in this privacy statement (point C), but you do need them for instituting, executing or substantiating a legal procedure.
- You made an objection against the processing of some of your personal details (for the duration of the balance of interest).

You can in principle exert your rights free of charge. You can do this by making use of the form we make available for this.

In the form you can find further instructions for filling in and sending your request. You may only exercise one right per form. Without a completed form, we will not process your request.

We will inform you in writing about what we are doing with your request a month after receipt of your completely filled in and properly sent form at the latest.

Depending on how difficult your request is or the number of requests we get from other people, this

period may be extended by two months. In this case we will inform you about this extension within a month after receipt of your form.

In some cases (e.g. legal obligations, rights of others, periods of limitation, etc.) you will not be able to or be able to fully exert your rights. You will then get a message about this with the reason why we cannot or can't fully meet your request.

I. Cookies

On our website we use cookies and web statistics. We do this to view how visitors use our website. This information helps us improve the site. A cookie is a file stored on your computer. These cookies can be recognised during a future visit to our website. You can read more about this in our Cookie Policy on our website.

J. Questions, remarks, complaints and data leaks

If you have any questions, remarks or complaints about the protection of your personal details by Tempo-Team Childcare or about this privacy statement, contact the Tempo-Team Childcare Data Protection Officer via privacy@randstadgroup.be.

You also have the right to file a complaint with the Data Protection Authority (DPA) at the following address: Drukpersstraat 35, 1000 Brussels.

If you know about a data leak, or you assume a data leak, please immediately pass this on to us via information.security@Tempo-Team Childcaregroup.be.

K. Changes

Tempo-Team Childcare can for various reasons make improvements, additions or changes to this privacy statement. The most up-to-date version can always be viewed on our Tempo-Team Childcare webpage <https://www.tempo-team.be/nl/gdpr/gdpr-childcare>

<https://www.tempo-team.be/fr/gdpr/gdpr-childcare>

This version was drawn up in July 2018.