



Privacy statement

his Privacy Statement describes the type of personal details collected by EFPRA and/or its subsidiaries ("EFPRA"), for which purposes this is done and how the personal details are used, consulted, disclosed or otherwise processed and protected.

In this Privacy Statement, "personal details" is understood to mean all information or pieces of information on the basis of which you can be identified, including but not limited to your name, address, e-mail address and telephone number.

Applicability

This Privacy Statement applies to all personal details collected by EFPRA during interactions between you and EFPRA in connection with the services it offers, including but not limited to all offline and online data collections of all personal details. This Privacy Statement forms a part of the Terms of Use of the EFPRA website.

Your consent

EFPRA will only collect, use, consult, disclose or otherwise process personal details in accordance with the applicable legislation and regulations. Personal details will be processed in accordance with our privacy policy. We will explicitly request your permission to process the personal details provided by you to EFPRA. If you give us permission to process your personal details, you also declare that all of the personal details you have provided are correct.

Children

The EFPRA website and those of its affiliated companies are built for use by adults. If you are younger than 16 years of age, you must discuss the terms of this Privacy Statement with a parent/guardian and obtain their permission as well as make sure that you understand and accept its contents. If we discover that we have processed the personal details of a minor without the permission of a parent/guardian when this permission was required, these personal details will be deleted as soon as possible. We may use your personal details to carry out an age check.

Personal details that we may collect on you

During your interactions with EFPRA, we may request or receive certain details from you, including but not limited to:

- Your name;
- Your postal address;
- Your telephone number;
- Your e-mail address;
- Your IP address;
- Your gender;
- Your use of and activities on the EFPRA website;
- Other data relating to your online activities on our website, including but not limited to traffic data and location data.

We may also collect personal details through the use of cookies or similar technologies, including but not limited to:

- Your IP address;
- Your cookie ID;
- Your web browser;
- Your location;
- The web pages that you visit on the EFPRA website.

In addition, we may request or receive the above information if you provide it by filling out forms on our website for the purpose of:

- (1) Receiving information;
- (2) Reporting a problem with our website;

Data-processing purposes

Your details are processed for the following purposes:

- to ensure that the content of our website is presented as effectively as possible for you and your computer;
- to provide you with information, products or services that you request from us
- fulfilling our obligations arising from agreements between you and us;
- allowing you to make use of interactive elements of our services at any time you choose;
- keeping you informed about changes to/in our services.

If you fill in a contact form on the EFPA website or send us an e-mail, the data you send to us will be retained for as long as the nature of the contact form or content of your e-mail requires to fully answer or deal with the same.

Disclosure of your personal details

Your details may be disclosed or made available to (or used on behalf of) EFPA or third parties in the following circumstances:

- to answer your questions/respond to a request for information;
- if we are obliged to disclose or share your personal details in order to comply with a legal obligation;
- to comply with our Terms of Use and other agreements or to protect the rights, property or safety of EFPA, our customers or third parties. This includes but is not limited to the exchange of information with other companies, organisations and (enforcement) authorities in order to prevent fraud or misuse and to limit credit risks.

Uploading material onto our website

If you post unsolicited ideas, information and/or materials in the form of but not limited to text, images, sounds or software ("Material") on this website or upload, e-mail or otherwise send such Material to EFPA, EFPA is fully within its rights to use, copy, distribute and/or commercially exploit this Material free of charge and without limits, and EFPA is not bound by any confidentiality obligation in relation to this Material. EFPA has the right to disclose your identity to third parties that claim that the material you have posted on or uploaded to our website infringes any right vested in these third parties, such as intellectual property rights or the right to privacy.

Your rights

Once you have provided us with your personal details, you have the right to request EFPA to rectify or delete such personal details or to restrict the processing of your personal details. You also have the right to object to the processing of your personal details and you have the right to data portability. You may at any time object to the use of your personal details for direct marketing purposes. You may also request to view your personal details at any time. To do this, you may contact info@efpa.eu stating your name, company name (if applicable) and address. By submitting a data inspection request, you declare that you have the right to view the personal details to which you are requesting access.

At any time you choose, you may withdraw your consent to EFPA for processing of your personal details. Withdrawal of consent does not affect the lawfulness of details already processed based on your consent prior to their withdrawal. Should you have a complaint about the processing of personal details by EFPA, you have the right to submit this complaint to the supervisory authority.

Security of personal details

We take every reasonable precaution to secure and protect the personal details you provide to us. We demand the same of third parties that process or handle personal details for us.

Linked sites

Our websites may contain links to and from other websites in our network and other third parties. If you follow a link to one of these websites, you should be aware that these websites have their own privacy policies and that we accept no responsibility or liability whatsoever for these policies. Please read the respective policy before providing personal details to these websites.

Changes to our Privacy Statement

We reserve the right to make adjustments to this Privacy Statement. Any changes that we make to our Privacy Statement will be published on this website.

Contact

Please feel free to contact us with any questions or comments you may have, or to request information. Please send these to info@efpra.eu stating your name, company name and address. If your question needs to be answered by a member of staff that works for EFPRA, it is possible that the data we collect on you may have to be sent to and stored at a location outside the European Economic Area ("EEA")

Social media engagement guidelines

EFPRA recognises the importance of transparency in communication and an open, professional dialogue. Via our company a social media page on LinkedIn we provide you with news and information regarding our activities and initiatives. We actively monitor and sometimes engage in the conversations around our brand, when we can add facts or help stakeholders to find what they are looking for...

Please keep the following guidelines in mind when engaging with us on social media.

- You are more than welcome to share your thoughts and opinions so we can all learn from each other. But, do so with respect for each other's opinions, values and privacy.
- Be polite and appropriate, even if you disagree. We do not tolerate swearing, discrimination, harassment, insults or the like.
- If you share content on our social media page (including, but not limited to, pictures, videos, comments and likes), you allow us to repost, use and/or copy this content free of charge in all cases.
- We aim to respond to as many questions and comments as possible, but we reserve the right to use our judgement in selecting the questions and comments we respond to.
- Be transparent. Do not comment or share content with a fake social media profile.
- Stay on topic. Share comments and information that is relevant to the topic.
- Keep in mind that content posted by others on our social media pages do not represent our opinion and view.
- EFPRA owns all intellectual property rights (if any) of all content shared by us on our social media channels, unless stated otherwise.
- We reserve the right to remove comments and content or report profiles that violate these guidelines.
- Please note that we search social media, by ourselves or with the use of third parties, for relevant and publicly available content. This in order to improve our products or services or to address issues or questions.

We also refer to our [Cookie policy](#) and our [Terms of use](#) on this website.