

# COOKIE POLICY

*Version 10.09.2025*

Thank you for visiting our website!

We, **METES NV**, with registered office at Siemenslaan 2-4, 3650 Dilsen-Stokkem, and registered in the Crossroads Bank for Enterprises under number 0449.840.270 (RPR Antwerp, division Tongeren), wish to inform visitors to our website—through this cookie policy—about the cookies and/or similar technologies used on our website, why we use them, and how you can delete or disable cookies.

This cookie policy may be amended in response to new developments. The most current version of this cookie policy can always be found on our website.

## 1. What is a cookie?

A cookie is generally a small text and number file that we send and store in your web browser or on your mobile device during your visit to our website. When you next visit our website using the same browser or device, this information is sent back to our website. Cookies help us remember your preferences when using our website (e.g. your language choice), unless you have adjusted your browser settings to refuse these cookies.

## 2. Types of cookies

Various types of cookies exist. Cookies may be categorized based on their origin:

- **First party cookies** are technical cookies that we set ourselves and that ensure our website functions properly. These cookies enhance the quality of our products and services.
- **Third party cookies** are cookies placed by a domain name other than that of our website. If a user visits a website and a third party places a cookie via that website, this is a third-party cookie. For cookies placed by third parties, we refer you to the respective parties' declarations on their websites. Please note: We have no influence over the content of those declarations or the content of third-party cookies.

Cookies can also be classified by function, such as:

- **Essential or strictly necessary cookies** are, as the name indicates, necessary for the website to function properly or to provide a service you have requested, e.g. to establish a connection. We are permitted to place these cookies without your prior consent.
- **Non-essential cookies** may be set for statistical, social, targeting, or commercial purposes. They are not required for the website's technical support alone. Non-essential cookies may be first-party or third-party cookies, and may only be placed and used if you have given us your prior consent via the cookie banner.

Various types of non-essential cookies can be distinguished:

- Functional cookies ensure certain non-essential website functionalities work correctly.
- Cookies for statistical purposes allow us to determine which pages of the website you visit, your device's location, etc.
- Social cookies enable users to share website content directly via social media.
- Targeting cookies build a profile based on your browsing behavior, so displayed advertisements align with your interests.
- Tracking cookies allow your internet behavior to be tracked over time.

Cookies may also be categorized by their lifespan:

- **Persistent cookies:** These remain on the user's device for the duration set in the cookie and are activated each time the user visits the same website. Most non-essential cookies are persistent cookies.
- **Session cookies:** These allow us to simplify and link user actions during a browser session. A browser session starts when you open your browser and ends when you close it. Session cookies are temporarily placed and are deleted when you close the browser. Most functional cookies are session cookies.

### 3. Information about the cookies used on our website

When you use the website, the following **cookies** are used:

| Name | Type | Origin | Description | Retention period |
|------|------|--------|-------------|------------------|
|      |      |        |             |                  |

Please consult our privacy policy [\(insert hyperlink\)](#) for information on how we process and secure personal data, how long we retain them, and your privacy rights.

### 4. Accepting cookies

On your first visit to our website, a cookie banner will appear. Using this banner, we inform you about the cookies we use and ask for your consent for certain cookies. You are free to accept or reject these.

Note that some functionalities on our website may not work fully or at all if all cookies are not accepted.

### 5. Managing cookies (deleting or disabling)

If you do not want websites to set cookies on your computer or wish to delete your cookies, you can change your browser settings.

These settings are usually located in the "Options" or "Preferences" menu of your web browser. You may also adjust your settings so that your browser refuses all cookies or only third-party cookies.

For further details, you may consult your browser's 'Help' function. Useful information on cookies can also be found at: <http://www.allaboutcookies.org/> and <http://www.youronlinechoices.com/be-nl/>.

## 6. **Your rights**

To give you more control over the processing of your personal data, you have various rights as set out, among others, in Articles 15-22 of the GDPR.

These rights include:

- **Right of access to the personal data we process about you** (art. 15 GDPR):

You have the right, at any time, to learn whether we process your personal data. If we do, you are entitled to view this data and receive additional information regarding:

- a) the purposes of processing;
- b) the relevant categories of personal data;
- c) the recipients or categories of recipients (particularly those in third countries);
- d) the retention period or, if this is not possible, the criteria for determining the period;
- e) the existence of your privacy rights;
- f) the right to lodge a complaint with a supervisory authority;
- g) the source of the data if we have received it from a third party;
- h) the existence of automated decision-making.

Where, due to legal obligations, we cannot provide you with access to your personal data, we will inform you of the reason.

You may also receive a free copy of your processed personal data in an understandable form. Note that we may request a reasonable fee to cover our administrative costs for each additional copy you request.

- **Right to erasure ("right to be forgotten")** (art. 17 GDPR):

In some cases, you may request the erasure of your personal data. Please note, however, that this right is not absolute: we are entitled to retain your personal data where necessary, for example, for contract performance, compliance with legal obligations, or the establishment, exercise, or defense of legal claims. Further information will be given in our response to your request.

- **Right to rectification and supplementation** (art. 16 GDPR):

If your personal data is incorrect, outdated, or incomplete, you may request correction or completion.

- **Right to data portability** (art. 20 GDPR):

Under certain conditions, you have the right to receive the personal data you have provided for contract performance or with your consent in a portable format, and to have it transferred to another controller. Where technically possible, we will transfer your data directly to the new controller.

- **Right to restriction of processing** (art. 18 GDPR):

If any of the following applies, you may request that we restrict the processing of your personal data:

- a) you contest the accuracy of the data (restriction applies during the period we verify accuracy);
- b) b) processing is unlawful;
- c) c) we no longer require your personal data for the original purpose, but you need it for legal claims;
- d) d) pending a decision on your objection to processing, you request a restriction.

- **Right to object** (art. 21 GDPR):

On grounds relating to your specific situation, you may object to the processing of your personal data if the processing is based on our legitimate interests or involves a public interest task. We will cease processing unless we can demonstrate compelling legitimate grounds that outweigh your interests, or where processing is connected to legal claims.

- **Right not to be subject to automated decision-making** (artikel 22 GDPR):

You have the right not to be subject to a decision solely based on automated processing which produces significant or legal effects that occur without substantial human involvement.

You may not exercise this right in three cases:

- a) where a law permits such decisions (e.g., to prevent tax fraud);
- b) b) where the decision is based on your explicit consent;
- c) c) where necessary for the conclusion or performance of a contract (in each case, we assess whether less privacy-invasive methods are available).

- **Right to withdraw consent** (art. 7 GDPR):

If your personal data is processed based on consent, you can withdraw that consent at any time by simple request.

- **Right to lodge a complaint with the supervisory authority** (art. 77, lid 1 GDPR):

We strive to protect your personal data. If you have a complaint regarding our processing of your personal data, you can contact us using the details under "Questions?", and we will address your complaint promptly.

You may also submit a complaint to the supervisory authority for data protection. A list of EU

supervisory authorities can be found at: [https://www.edpb.europa.eu/about-edpb/about-edpb/members\\_nl](https://www.edpb.europa.eu/about-edpb/about-edpb/members_nl).

### **Exercising your rights**

To exercise these rights, you may contact us using the details provided under "Questions?". To verify your identity, we request a copy of the front of your ID card with your national register number and photograph obscured. These details are processed solely for verification purposes and are not stored or recorded in our systems.

You may exercise all these rights free of charge, unless your request is manifestly unfounded or excessive (for example, because of its repetitive nature). In such cases, we have the right to charge a reasonable fee or refuse your request.

### **7. Questions?**

Dan kan je ons steeds contacteren via de volgende contactgegevens:

E-mail: [privacy@metes.be](mailto:privacy@metes.be)