

COOKIE STATEMENT BIOBEST

This Cookie Statement describes what cookies are and how Biobest uses cookies on <https://www.biobestgroup.com/> and <https://webshop.biobestgroup.com/>.

The contact details of Biobest are:

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If you have any questions about this cookie statement, you can always contact us via privacy@biobestgroup.com.

We reserve the right to make changes to this Cookie Statement at any time. To keep abreast of any changes, we request that you regularly consult the Cookie Statement.

This cookie statement was last amended on: Sep 6, 2023.

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1 WHAT ARE COOKIES?

Cookies are small text files that are stored on your computer when you visit a website. This allows this website to remember your actions and preferences (such as language, font, display options, etc.) during a certain period. The advantage of this is that when you visit the website again or navigate between different web pages, you don't have to set your preferences again.

Cookies are used to facilitate and improve the browsing experience. When you visit the website, cookies ensure that your personal settings are recalled. In addition, data is collected about how the website was consulted, and so we can improve the overall performance of the website in terms of speed and operation.

Cookies never function independently and are always linked to a website. Cookies in no way provide access to data on your computer or telephone.

If you do not want a website to place cookies on your computer, you can change the settings of your browser.

2 MANAGING COOKIES

Most browsers automatically accept cookies. You can set your browser to notify you before a cookie is placed or to refuse cookies. Below you will find some links with more information about the configuration of cookies in the most common web browsers:

- [Google Chrome](#)
- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Safari](#)

We have no control over the content of the above links. These links can be changed by the responsible owners of the respective browsers.

COOKIE STATEMENT

More information about managing cookies can be found at <http://www.allaboutcookies.org/manage-cookies/>. In addition, on the following sites you determine from which companies you no longer wish to receive cookies: <https://youradchoices.com/pmc> and <http://www.youronlinechoices.com/>.

Keep in mind that changing the settings can cause a website to stop working as expected.

If you use different devices to visit a website, you must ensure that your cookie preference is set on the browser of each device.

3 TYPES OF COOKIES

- **Strictly necessary cookies** are necessary to enable surfing and the associated functions. These cookies do not identify you as an individual. If you refuse these cookies, various functions within the website will be partially or completely disrupted.
- **Functional cookies** increase the user-friendliness of the website by remembering your choices (eg language preference). These ensure that certain settings are personalized at your request. If you do not accept these cookies, this may influence the performance and functionality of the website and may restrict access to content on the website.
- **Performance / Analytical cookies** collect data about the use of a website such as the number of visitors, the time visitors spend on a web page and any error messages. They help Biobest to improve the performance of the website. These cookies do not identify you as an individual.
- **Advertising Cookies** are used to deliver content that is more relevant to you. They can be used to deliver targeted ads or to limit the number of times you see an ad. They also help us improve the effectiveness of advertising campaigns on the Biobest website. We may use these cookies to remember websites that you have visited and we may share this information with other parties, including advertisers and our agencies.
- **Third party cookies** are cookies that are sent to your browser from a server or domain that is not hosted by Biobest, but by a cooperating organization. Only these third parties have access to those cookies and the information collected by the cookie.

4 WHICH COOKIES IS BIOBEST USING?

COOKIE NAME	DOMAIN	COOKIE TYPE	PURPOSE OF THE COOKIE	STORAGE
country	.biobestgroup.com	Strictly necessary cookie	This cookie identifies the country you're surfing from	Max. 1 year
session	.biobestgroup.com	Strictly necessary cookie	This cookie keeps track of the current session	Max. end session
_pk_ses	.biobestgroup.com	Analytical cookie	This cookie tracks what a visitor answered to the privacy pop-up	Max. 30 minutes
ppms_privacy	.biobestgroup.com	Analytical cookie	This cookie tracks what a visitor answered to the privacy pop-up	Max. 1 year
_pk_id	.biobestgroup.com	Analytical cookie	This cookie tracks what a visitor answered to the privacy pop-up	Max. 13 months

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__RequestVerificationToken	.webshop.biobestgroup.com	Strictly necessary cookie	This is an anti-forgery cookie. The cookie is designed to prevent the unauthorized posting of content on the website. The cookie itself does not contain any information about the user.	Max. end session
ROUTE	.biobestgroup.com .webshop.biobestgroup.com	Strictly necessary cookie	This cookie is essential for running the platform.	Max. end session
cmapi_cookie_privacy	.webshop.biobestgroup.com	Functional cookie	This cookie enables the setting and saving of cookies according to the user's cookie settings.	Max. 1 year
cmapi_gtm_bl	.webshop.biobestgroup.com	Functional cookie	This cookie is used to prevent cookies that are not selected from being activated.	Max. 1 year
_ga	.webshop.biobestgroup.com	Analytical cookie	This cookie is used to distinguish unique users by assigning a randomly generated number as customer identification. It is included in every page request on a website. This cookie is used to calculate visitor, session and campaign data for analytical reports for the website.	Max. 2 years
_gid	.webshop.biobestgroup.com	Analytical cookie	This cookie is used to distinguish unique users by assigning a randomly generated number as customer identification. It is included in every page request on a website. This cookie is used to calculate visitor, session and campaign data for analytical reports for the website.	Max. 1 day

_gat_UA-XXXXXX-xx	.webshop.biobestgroup.com	Analytical cookie	This cookie is installed with the purpose of limiting the number of requests in order to limit the collection of data on high traffic sites.	Max. 1 minute
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5 LEGAL BASIS

- **Legitimate interest**

Biobest relies on its legitimate interest to set strictly necessary and function cookies. After all, these cookies are necessary to allow the website to function properly or to improve your user experience. These cookies are placed automatically when you visit the website.

- **Consent**

For all cookies that are not strictly necessary and non-functional, we will always ask for your explicit consent before placing them. This consent is given by agreeing to the various types of cookies in the cookie banner.

6 WHAT ARE YOUR RIGHTS AND HOW CAN YOU EXERCISE THEM?

6.1 What are your rights?

- **Right of access:** You can ask us which personal data we process about you, for which we process it, which categories of personal data we process, with which categories of third parties we share your personal data, the origin of the processed data and - if applicable - what logic we use in the automatic processing of personal data.
- **Right to rectification:** If information is incorrect, you can ask us to correct it.
- **Right to delete your data:** If data is not processed lawfully or if your data is no longer necessary for the purpose for which it was collected, you can ask us to delete your data.
- **Right to restrict processing:** By restricting the processing of your personal data, your personal data can still be kept but its use is limited. When you have requested a processing restriction, we may only store your data. This means that no other transactions can take place with your data.
- **Right to object:** You have the right to object to the fact that your data is processed if that processing is based on a general interest or the legitimate interest of the person processing your data. Moreover, you can also exercise this right of objection if your personal data are processed for direct marketing purposes. This right of objection also applies to profiling, which forms the basis for processing for direct marketing purposes.
- **The right to withdraw consent:** If the processing of your personal data is based on consent, you have the right to withdraw your consent at any time.
- **The right to transfer data:** You have the right to obtain the personal data provided by you in a standard, structured and machine-readable form and you have the right to transfer these personal data to another controller if the processing is based on the legal grounds of consent or contractual relationship.

6.2 How can you exercise your rights?

You can exercise your rights by sending an e-mail to privacy@biobestgroup.com. In order to prevent any unauthorised disclosure of your personal information Biobest may request more information to verify your identity.

Biobest has one month to answer your request. This period will begin when Biobest has received your request and has all the necessary information to fulfil your request. The period of one month can be extended after a notification and explanation of Biobest.

Biobest will provide the requested information free of charge. If requests are unfounded or excessive, in particular because of their repetitive nature, Biobest may charge a reasonable fee or Biobest may refuse the request.

COOKIE STATEMENT

If for any reason you assume that Biobest did not handle your request correctly, you may contact Biobest again and we will work with you to find a solution.

For the sake of completeness, we inform you that if Biobest does not respond to your request, refuses it or if our response does not meet your expectations, you always have the right to file a complaint with the Data Protection Authority (GBA), Drukpersstraat 35, 1000 Brussel, Tel +32 (0)2 274 48 00, or contact@apd-gba.be.