



Dear Customer,

As previously communicated, since October 1, 2022, Scarlet SA has been absorbed by Proximus SA under public law. In addition to the legal changes that this entails, such an absorption requires a major technical effort. Indeed, your customer data will be transferred from Scarlet's old IT infrastructure to that of Proximus. Of course, such a transfer brings its share of changes in the way your personal data will be processed.

These changes will come into effect from the moment your customer account has actually been transferred to the Proximus IT infrastructure. The transfers will begin in September and will last several months. Once your transfer has taken place, you will be informed by email and/or SMS and/or letter. As soon as this transfer is made, article 9.1. and 9.2. of the Scarlet General Conditions (www.scarlet.be/fr/conditions-mentions-legales/) as well as the Proximus privacy policy (<http://proximus.be/privacy>) will apply. In the meantime, the old privacy policy available at www.scarlet.be/fr/privacy will still apply to you.

Below is a summary of the differences between the two policies.

1) Managing your personal data protection preferences

Once transferred to the Proximus IT infrastructure, you will see in your MyScarlet customer area (on the website www.scarlet.be or the MyScarlet mobile application) that a whole series of additional preferences for managing your privacy is proposed.

We want to reassure you: in the spirit of guaranteeing a strict data protection regime, all these additional preferences will be deactivated by default. In other words, you will only receive standard offers and promotions from Proximus, unless you have already objected to this processing purpose with Scarlet.

What kind of preferences are these?

Profiling and segmentation of customers for direct marketing purposes

In order to establish your preference profile, Proximus uses some limited data. These are collected via your possible contribution to surveys or competitions organized by Proximus. Note that they are used on the sole condition that you have not previously expressed your opposition to this use for direct marketing purposes.

What is this preference profile? Thanks to the contributions mentioned above, Proximus can gradually determine your areas of interest. When in a specific survey you mention that you have attended many festivals in recent years, your music lover score may increase. And when you participate in several competitions related to the world of video games, your video game lover score changes.

You do not want this kind of profile to be created about you? Nothing's easier. You can already register your opposition to direct marketing on the current IT infrastructure.

How? You can do this yourself by changing your preference in My Scarlet. You can also indicate this by sending an e-mail to opt-out@scarlet.be or a letter to Proximus, Scarlet



Customer Care/opt-out service. Do not forget to indicate your customer number. Your refusal will be taken into account during your transfer to the Proximus IT infrastructure.

Do you want to go further in the personalization of offers?

With your prior consent, you are offered the possibility of going a step further in the personalization of these offers on the basis of:

- **From certain websites and mobile applications that you visit.** Proximus is able to detect the name of the applications and sites you visit by analyzing your fixed and/or mobile internet traffic. This makes it possible to better identify your centers of interest, moments of life and purchasing habits. This operation is only done on the basis of a limited list of sites and applications. Excluded are, among other things, all sites and applications of a sexual, religious or political nature. These processing activities only serve to refine the products and services that we offer to you.
- **Usage data for your Scarlet services** (mobile telephone, landline telephone and/or internet). When you make a call, Proximus collects data relating to the duration of your calls, the start and end time, the numbers called, the date, etc. Proximus can also identify the phone model you use to connect to our mobile network or the type of device connected to your modem (printer, game console, mobile phones, etc.) as well as the status of your wifi connection.

Offers and promotions from Proximus partners

Proximus also establishes partnerships with certain third-party companies, such as Belfius or Odoo, for example. These partnerships can include p. ex. on the joint development of new products and services. However, as these are not its own products or services, Proximus cannot automatically promote them to all of its customers, but offers you the possibility of consenting to the receipt of this type of communication.

2) The use of anonymised and aggregated data as part of Proximus' "Data Analytics" services

Within society (tourism services and mobility managers in cities and towns, etc.), Proximus observes a growing interest in the use of location data for reporting, in particular with regard to the number of people present at a given time in a certain place.

Based on the data available to it, Proximus offers "reporting" and data analysis services allowing companies or public services to obtain a view of this type of information.

These reports are based exclusively on anonymous data. In addition, anonymous data is aggregated in such a way that it is impossible for the recipients of these reports to identify individual customers based on the information obtained.

How is it possible? Each activity of a mobile phone or smartphone on the Proximus mobile telecommunications network generates network location data. This location data makes it possible to determine via which antenna your mobile device is connected to the Proximus mobile network. Unlike GPS data, however, it does not give an accurate



indication of where you are, as one antenna can serve a large area. Thus, these data do not make it possible to deduce if a certain person went to a particular restaurant or store or if he went to the baker.

Proximus does not sell individual location data. Anonymized individual location data does not leave the company. Proximus only sells reports mentioning the number of people present at a specific time in a given place (at least at the level of a postcode or an event), in order to provide information concerning visitors, events or movements.

If you do not wish your location data to be used for these purposes, you can register your objection via your MyScarlet account.

3) Data processors and recipients

Naturally, a change in IT infrastructure involves the use of other subcontractors and potential exchanges with other data recipients than currently. By way of example, these may be IT service providers, but also call center providers working in the name and on behalf of Proximus, or partners organizing market research for Proximus.

Would you like a better overview of the categories of processors involved in Proximus' processing activities? See the Proximus privacy policy for a summary of these categories.

4) Your point of contact for questions relating to data protection

As long as you have not migrated to the Proximus IT infrastructure, for any questions or to exercise your rights, we invite you to send an e-mail to the address privacy@scarlet.be.

However, once the migration is effective, you will need to contact privacy@proximus.com. You will also be able to exercise your rights via all the other channels provided for in Proximus' privacy policy.

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Would you like to know more? You can already consult and familiarize yourself with Proximus' privacy policy at the following address: <http://proximus.be/privacy>

Kind regards,

The Scarlet team