



PRIVACY POLICY AND DATA PROTECTION

General Data Protection Regulation (GDPR)

Cookie Policy

Data Subject Rights

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Scope and Responsibility

On 8 March 2022 BIKiNNOV – *Bike Value Innovation Center – Association* was founded. Formally recognised by the National Innovation Agency (ANI), BIKiNNOV is a Centre for Technology and Innovation whose purpose is to provide technical and technological support to companies in the two-wheeler sector, promoting the use of technology and innovation as tools to improve business competitiveness, to increase added value and to qualify the offer, particularly of small and medium-sized companies (SMEs). It is dedicated to the production, dissemination and transmission of business-oriented knowledge and to the creation of economic value, contributing to the pursuit of public policy objectives, orienting its action towards market needs, seeking to fill existing gaps and contributing to the response to societal challenges.

Its mission is to *"provide the conditions for companies to innovate and develop their products, in the area of soft mobility, in an appropriate way in terms of research and development, combining the development, the capacities already existing in Portugal"*.

BIKiNNOV takes responsibility to comply with the current legislation, as well as with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation - hereinafter referred to as GDPR) which is guided by transparency and impartiality.

The protection of personal data is a fundamental right, so the privacy of any person who relates to the Centre for Technology and Innovation is important to us and, therefore, we clarify which personal data we collect, for what purposes they are used, principles that guide this use and what rights citizens/titleholders of these data have.

It is with the purpose of customer satisfaction, associates, employees, partners, that the BIKiNNOV as responsible for data processing:

- Ensures that personal data is processed within the scope of the purpose for which they were collected or for purposes compatible with the initial aims for which they were collected.

- It is committed to implementing a way of minimising data, in which it only collects, uses and retains the personal data strictly necessary for the development of its activity and the satisfaction of citizens' interests.
- Does not disclose or share personal data for commercial or advertising purposes.

The employees involved in data processing are committed to the duty of secrecy and confidentiality regarding the data. And duly informed of the importance of fulfilling this duty.

The use of our digital platforms (website, applications, etc.), the completion of forms, and the provision of data directly or indirectly, implies knowledge and acceptance of the conditions of this policy and of any other terms, policies and particular conditions relating to the contracted services.

I – Use of Personal Data

1. Personal Data

Personal Data means any information that can directly or indirectly identify a singular person (data subject), namely personal data refers to information such as name, date of birth, tax number, email address, residential address, telephone number, among others. The personal data you provide to BIKiNNOV will be processed as described and for the purposes referred to in this Privacy Policy.

2. Purpose and Processing of Personal Data

The processing of personal data occurs on a regulatory basis, when there is regulatory support that allows it or if you have given consent.

3. Legitimacy for the Processing of Personal Data

Personal data are processed whenever:

- Person has given consent;
- The treatment is compulsory by law;
- Be necessary for fulfilling and processing a contract/provision of a service and or business relationship (including pre-contractual measures);
- BIKiNNOV's legitimate interest is at stake, namely the improvement of our systems/processes, the protection and prevention of crime and fraud, the safeguarding of legal right/defence.

The collection and processing of data takes place in the relationship with BIKiNNOV and for the following purposes:

- **Contract execution** – the processing of the data is necessary for the provision of the service/execution of the contract (legal basis). It also includes the processing of data necessary for the implementation of pre-contractual measures. The information requested is for administrative, financial and IT use.

In some situations, personal data has to be shared with external platforms, namely funding programmes.

BIKiNNOV employees are bound by the duty of secrecy and confidentiality regarding the data/documents and information to which they have access.

- **Additional information that may be required from the business relationship between both parties or provided on a voluntary basis** – such as personal data from order forms, banking, invoices, accounting, billing, and audit data.
- **Fulfilling legal obligations** – for example tax data, client obligations, obligations arising from funded projects or from court decisions and requirements of entities external to BIKiNNOV.
- **Compliance with the requirements of the Integrated Management System (which is currently being implemented) and improvement of service performance** – BIKiNNOV may contact the holder of personal data, as long as they have had a commercial or institutional relationship with the Technology and Innovation Centre, through a questionnaire survey, to assess the degree of satisfaction about current and future services, whose data processing will allow the improvement of the performance of services provided by BIKiNNOV.

It may also contact all those who make complaints and suggestions, to gather additional information and attempt to deal with a complaint, and the data will be stored for the period of the complaint.

While an internal/external audit some of your personal data (name, email, company) may be viewed/consulted by the audit team, who are also obliged to comply with the duty of confidentiality regarding all documentation and information to which they have access.

- **Contact forms on BIKiNNOV websites** – the data collected, like, name, email, telephone contact, is intended to respond to the information requested by the applicant. Personal data is not transmitted to third parties and the protection of whistleblowers will be ensured in accordance with the law. It is the legitimate interest of BIKiNNOV to process personal data.
- **Newsletter/Infomail** – the subscription request is free and is done through the website by providing the email address. The purpose of the newsletter/infomail is to disseminate information about BIKiNNOV and its services, R&D+I projects, funding, training courses, events, legislation updates, news, among others. It should be noted that at any time the holder of personal data may cancel the subscription, in the field marked for that purpose. At no time will the personal data of subscribers be transmitted to third parties.

- **Recruitment and Selection Process** – job advertisements are published in the recruitment area of the website and may appear on external platforms, namely social networks, employment websites and the media. Applications must be submitted via email, attaching the curriculum vitae or by hand, at the BIKiNNOV main office. Applicants by submitting their personal data are implicitly consenting and authorising the processing. The personal data provided through the application will be used to select the candidates to be contacted for interviews and for the analysis of the responsible persons during the recruitment and selection process. Personal data are not passed on to third parties. Once the selection process has been completed and if you are not selected, your personal information will be kept for 12 months and then deleted.
- **Spontaneous job applications** – in the recruitment area of the website the procedure for sending spontaneous applications is described. By sending us your spontaneous application you consent and authorise us to process your personal data for the purposes of recruitment and selection processes. Data will not be shared with third parties, except for when a recruitment process takes place. After the period of 12 months your application will be eliminated, so if you are interested you should formalise your application again.
- **Enrolment in a training course** – The collection of personal data is performed through the filling of a form by the candidate himself, which aims to meet the requirements of legal entities of the training activity or national legislation under labour law and requirements of the Integrated Management System of BIKiNNOV and, in case of acceptance, for the purpose of disclosure of other training courses. In some situations, the data requested in the application may be required for registration in external platforms (e.g., SIIFSE, SIGO), for purposes exclusively related to funding and the national qualification system. The receivers of the personal data collected may be several entities: external entities to whom the data are communicated by legal imposition; regulatory or official public entities for the purpose of certification of the training course; employer of the trainees; insurer with whom the personal accident insurance contract is concluded. In all the situations referred to above, BIKiNNOV will request consent for the use and processing of personal data.
- **Registration / Events Participation** – Collects and processes all the information necessary for participation in events organised/sponsored by BIKiNNOV, namely seminars, conferences, congresses, workshops...). Registration can take place by email or electronic form. The personal information of event participants is necessary for organising the

event, registrations and for communication with participants. In case you are a speaker/scientific committee member at one of our events and for the purpose of promoting it, we ask for a photo and biographical note.

If we receive an email, related to one of our events, we may then contact by email, for future events promoted/sponsored by BIKiNNOV or in which it participates, and as long as it does not place restriction/objection to its use for this purpose. It should be noted that personal data may be shared with third parties, namely with funding entities for the purpose of proof of participation.

- **Business meetings** – we record the participation of representatives/professionals of partner entities/clients/suppliers in business meetings. The personal data collected is for the purpose of proving participation, drafting minutes or the report, as well as for the purpose of auditing funding programs.
- **Other inquiry/forms** – the personal data collected are intended for the above-mentioned purposes and for monitoring purposes. In certain situations, personal data may be passed on to third parties, but in this case, information is provided in the inquiry/form itself.
- **Video and photo record** – its purpose is to record and promote our events and work meetings. The dissemination of these photos and videos can happen on our social networks, websites, brochures, catalogues, and other print/digital media. Those who do not wish to have their person recorded on video/photograph should mention this fact to the person in charge (photographer) at the event. At any time and for future purposes, a person may request the removal of the photo/video, in which case we will not use the unpublished photo/video and will remove any photo/video posted on our website. In all other print/digital media, we will note the request for future purposes. If a group photo is published and an individual person requests its removal, it does not generally mean that the image should be removed.
- **Prospecting clients, suppliers and partners** – As a client representative, supplier or partner of BIKiNNOV, you can voluntarily give your personal data, which are available on a business card, email, postcard or verbal form). The personal data referred will be used to respond to requests/solicitations and to maintain the commercial/contractual relationship. The data collected is used only for the above-mentioned purposes and is not passed on to third parties. It is a legitimate interest of BIKiNNOV to carry out commercial prospection, contact suppliers and establish partnerships with third parties, and for this purpose may process the personal data of its representatives, assigned in a voluntary manner (implicit consent).

- **Public Information** – we may collect personal data from other commercially and publicly available sources, including company directories.

II – Internet accessibility

1. Internet Access Data

The WiFi network is an open and free network for the user, so BIKiNNOV does not process any type of data. However, you should be aware of the risk that data in transit may be received by others than the intended recipients and you are solely responsible for protecting your device against viruses or other unwanted forms of access.

To provide a better service and a better browsing experience to all those who visit, BIKiNNOV websites use "cookies".

Cookies are small software tags that are stored on your computer, tablet or mobile phone via your browser. This collection has the technical objectives of connection configuration, system security, technical administration of the network and website optimisation.

For the collection and processing of the information, services from external bodies are used (such as Google Analytics by Google inc. USA). Google Analytics uses Cookies which are stored on your computer to enable an analysis of your use of the website. The information created by the cookies about the use of our website is generally transmitted to and stored on a Google server in the USA (Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, United States of America).

2. Cookie Control

Control of cookies can be exercised as most browsers allow the user to accept, reject or delete cookies by selecting the appropriate settings in their browser. Anyone can set cookies in their browser menu.

It should be noted that by disabling cookies, a person may prevent some web services from working properly and may totally or partially affect navigation on the website.

For more information about cookies and their use, we suggest you consult the following link:

<http://www.allaboutcookies.org>

3. Conditions of use the websites

BIKiNNOV is not responsible for other websites which can be accessed via a link from its website. The contents of the website, are provided free of charge, belong to BIKiNNOV and are protected by copyright, trademarks, patents, intellectual property and other laws and / or international treaties.

Any unauthorized use, reproduction or modification of the information of the BIKiNNOV website may violate such laws and generate civil and/or criminal liabilities on the offenders.

Excepted is the use of data for educational, didactic or journalistic purposes, with reference to the source of the information.

BIKiNNOV is not responsible for the consequences arising from the use of the information contained on its websites.

III – Transfer of Personal Data

Personal data is only transmitted to third parties in case of strict necessity or legal obligation, and considering the following:

- consent of the data subject;
- if compliance with the law is in question;
- the regulatory authorities, to verify the activities provided by the Technology and Innovation Centre;
- the entity with which BIKiNNOV has an operational partnership, for the purpose of carrying out activities included therein, such as accounting, consulting and human resources management. In this case, BIKiNNOV will take the necessary measures to ensure the security and confidentiality of the data;
- if the legitimate interest of BIKiNNOV is at stake, for example for the protection of our systems/processes or for the effective functioning of the business.

O BIKiNNOV is committed not to sell available personal data.

1. Storage of Personal Data

Without prejudice to other terms foreseen in the legislation in force, namely in matters of taxation, accounting and contractual responsibility, the data collected shall be kept for the time necessary to fulfil the purpose defined and may be eliminated at any time and whenever you request their elimination, under the terms described in this Privacy Policy.

2. Processing of the Personal Data of Minors (under 16 years old)

In case of processing personal data of minors, which may be subject to prior consent, BIKiNNOV will require that consent is provided by the holders of parental responsibilities.

If a legal representative has reason to believe that a minor has provided us with personal data without prior consent, he or she should contact us to exercise the minor's rights on his/her behalf.

3. Data Security

BIKiNNOV takes technical and organisational security precautions to protect your personal data from accidental or intentional manipulation, loss, destruction or from being accessed by unauthorised persons. Security measures and data processing are continually enhanced in line with technical developments.

No method of transmission over the internet, or method of electronic storage, is 100% secure.

BIKiNNOV assumes no responsibility for any claims or liabilities arising from technological failures, disclosure of data due to errors in transmission, unauthorised and illegal access to third parties, or other acts or omissions beyond the reasonable control of the Technology and Innovation Centre.

BIKiNNOV will implement a Cybersecurity Policy and prepare the organisation for certification with the Information Security Standard.

4. Rights of the Data Subject

At any time the personal data subject may exercise the rights contemplated in the GDPR such as:

- Right to access data;
- Right to restriction of treatment;
- Right to erasure and forgotten data;
- Right to data portability;
- Right to object to treatment.

As the use of the data is based on the consent of the data subject, he or she has the right to withdraw it without, compromising the validity of the data processing carried out until that moment.

If there is a legally imposed rule or obligation that overrides these rights, BIKiNNOV reserves the right not to execute the request always and in all cases indicating the respective grounds to the interested holder.

The data subject may exercise their rights by contacting BIKiNNOV at the above address or by sending an email to: participe@bikinnov.pt.

4.1. Right to Access

It allows you to know whether or not data are being processed, and if applicable, to provide information such as: the purposes of processing, categories of personal data, the recipients to whom the data have been or will be transmitted and if possible the envisaged period for which personal data can be kept or, if not possible, the criteria used to set this period.

BIKINNOV undertakes to provide this information within one month (the period may be extended depending on the complexity of the request).

4.2. Right to Rectify

It allows you to request the correction/updating of personal data when they are outdated/incorrect.

4.3. Right to Erasure

The right to erasure or right to be forgotten allows personal data to be deleted. It's not possible to exercise this right in all situations, it can only be used in the following situations:

- The data is no longer necessary for the purpose for which it was collected or processed;
- Consent is withdrawn and there is no other legal basis for the processing;
- Data processing is unlawful;
- You wish to exercise the right to object.

The right to erasure does not apply to the extent that processing is necessary for the exercise of freedom of expression and information, to comply with a legal obligation requiring processing under Union or Member State law to which BIKINNOV is subject, and for the purposes of scientific, historical, statistical research or for the establishment, exercise or defence of legal claims.

4.4. Right to Restriction or Limitation of Treatment

Personal data may be stored, however it may not be used. This right can be exercised in the cases described in the GDPR, namely:

- When the accuracy of the personal data has been contested, during the period which allows BIKINNOV to verify its accuracy;
- You have objected to the processing, until it is ascertained that the legitimate grounds of BIKINNOV prevail;

- When you consider the processing unlawful and oppose the erasure of personal data and request in return the limitation of their use;
- When the BIKiNNOV no longer needs the personal data for the purposes of the processing, but they are required by the holder of the personal data for the purposes of the declaration, exercise or defence of rights.

4.5. Right to Erasure and Forgotten Data

The right to erasure or right to be forgotten allows personal data to be deleted. This right may only be exercised in the following situations:

- The data is no longer necessary for the purpose for which it was collected or processed;
- Consent is withdrawn and there is no other legal basis for the processing;
- Data processing is unlawful;
- The holder intends to exercise the right of objection.

The right to erasure does not apply in the following situations:

- When processing is necessary for the exercise of freedom of expression and information;
- To comply with a legal obligation requiring the processing and provided for by the law of the European Union or of a Member State to which BIKiNNOV is subject;
- For scientific or historical research or statistical purposes;
- For the establishment, exercise or defence of legal claims.

4.6. Portability Rights

The data subject has the right to receive the data they have provided and as long as:

- Personal data has been collected with consent or for the performance of a contract.
- The treatment is carried out by automatic means.
- The transmission of personal data directly to another controller is technically possible (e.g. compatible IT systems).

4.7. Right to object to the processing of data

The data subject shall have the right to object at any time, on grounds relating to their particular situation, to the processing of personal data, for the purposes of direct marketing or any other form of prospecting. In this case you can use the "unsubscribe" option in the email communication from BIKiNNOV.

The right to object cannot be exercised in cases where there are legitimate grounds for the processing to override the interests and rights of the data subject.

4.8. Right to lodge a Complaint - BIKiNNOV or the supervisory authority

The data subject may submit a complaint directly to BIKiNNOV, using the contacts provided for this purpose:

- Send a letter to the main address;
- Send an email to participe@bikinnov.pt.

O The data subject may also lodge a complaint with the competent supervisory authority, which is the National Commission for Data Protection (CNPD).

4.9. Changes to the Privacy Policy

BIKiNNOV reserves the right to make readjustments or changes to this policy at any time. The data subject should review this policy whenever they consider that they are providing personal information.

Application

BIKiNNOV, as the entity responsible for the processing of personal data, is committed to the terms of Law n°. 59/2019 of 8 August, which transposes the European Union Directive (EU) 2016/680 of the European Parliament and the Council of 27 April 2016, in particular with preserving the confidentiality of personal data it may process, notably by means of data processing systems and services of permanent integrity, availability and resilience, as well as by adopting all necessary and appropriate security measures for the processing of such data in compliance with the obligations arising from the said regulation.

It imposes on its employees the strictest duty of confidentiality, as well as to respect all procedures that BIKiNNOV implements to comply with the GDPR.

BIKiNNOV requires third parties it hires for activities involving access to personal data to ensure that they comply with all obligations for the processing of such data arising from the applicable legislation.

This document embodies the Privacy Policy of *BIKiNNOV - Bike Value Innovation Center - Association* and was approved at the board meeting of 18th May 2023, taking effect the following day.