

# Privacy Policy

This Privacy Policy sets out how and why CALLS Network (“CALLS”) collects, stores, and processes your personal data when you use its website contact form at [www.callsnetwork.org](http://www.callsnetwork.org) (the “Website”) and when you use its services - as well as your rights with respect to your personal data. If you have any questions or feedback, please contact [callsnetwork@outlook.com](mailto:callsnetwork@outlook.com).

## 1. The Controller

The Controller that is responsible for collecting and processing your personal data when you use the Website is:

CALLS Network  
Address  
B.P. 23 – 1180 Uccle VDK  
Brussels  
Belgium

Email: [callsnetwork@outlook.com](mailto:callsnetwork@outlook.com)  
Website: [www.callsnetwork.org](http://www.callsnetwork.org)

## 2. Definitions

“**Controller**” means CALLS, also referred to as “we”, “us”, and “our”.

“**processor**” means a natural or legal person that processes personal data on behalf of or pursuant to CALLS’s instructions.

“**processing**” refers to the ways your personal data is (among other things) collected, stored, used, disclosed, and erased.

“**personal data**” means any information relating to an identified or identifiable natural person (a “Data Subject”).

Examples of such personal data includes your name, email address, photograph, professional title, business phone number, and any other personal information you provide to us that is capable of identifying you.

“**services**” includes the services described on the Website and any other legal services that are made available from time to time by CALLS.

### 3. Collecting Personal Data

CALLS collects personal data about the users of the Website contact form; about individuals who attend events organized or hosted by it; about its clients or prospective clients (where these are natural persons) or their employees, agents and representatives; and about others who express an interest in CALLS or with whom we carry on business (and these individuals about whom we collect data are referred to as "you" and "your" in this Privacy Policy).

When you use the Website or when we interact with you, the personal data we collect may include contact information, such as your name, job title, postal address, business address, telephone number, mobile phone number, fax number and email address.

For our legal services we may collect:

- addition to all or some of the information listed above, information collected from publicly available sources or data sites for client due diligence purposes,
- identification information from you or from your organization or other third parties for compliance with our legal and professional duties, payment data, such as data necessary for processing payments and fraud prevention, and other related billing information,
- other personal data regarding your preferences, opinions and comments where it is relevant to our services,
- And information regarding the issue or matter in respect of which we have been engaged to provide legal services, which may contain personal information about you.

### 4. Purposes of Processing & Legal Basis

We will use the personal data listed above if and to the extent necessary to achieve the following purposes:

- to provide legal advice or other services, as instructed or requested by you or your organization
- to manage and administer you or your organization's relationship with us, including billing and collection,

- marketing and support services, to comply with our legal and regulatory obligations such as for anti-money laundering, financial and credit checks, audit requirements, fraud and crime prevention and detection, and record keeping,
- to analyze and improve our services and promote our business, such as by sending you publications and invites,
- and for insurance purposes.

We may process your personal data in connection with any of the purposes set out above on one or more of the following legal grounds:

- because it is necessary for us to do so to perform your instructions or another contract with you or your organization,
- to comply with our legal obligations, as well as to keep records of our compliance processes or tax records,
- because our legitimate interests, or those of a third-party recipient of your personal data, make the processing necessary, provided that those interests are not overridden by your interests or fundamental rights and freedoms,
- because you have expressly given us your consent to process your personal data in that manner.

## 5. Data Storage

CALLS will store and process your personal data for the purposes stated in this Privacy Policy and retains your personal data for the period of time necessary to achieve the purposes described in this Privacy Policy, subject to extension as permitted by law.

## 6. Data Transfers & Recipients

We may share your personal data with:

- Third parties, including certain service providers we have retained in connection with the legal services we provide, such as other lawyers, consultants, mediators, or translators.
- A client, if we have collected your personal data in the course of providing legal services to that client, and where permitted by law to others for the purpose of providing those services.
- Courts, law enforcement authorities, regulators, government officials or other parties where it is reasonably necessary for the establishment, exercise or defence of a legal claim.

- Service providers which we engage to process personal data for any of the purposes listed above.

We do not sell, rent or otherwise make personal data commercially available to any third party, except with your prior permission.

## 7. Use of video conferencing facilities

In some circumstances, we may use video conferencing facilities, where face-to-face interaction is not permitted or possible. For this purpose, we may use the services of external providers including, but not limited to, Microsoft Teams, Microsoft Skype, Zoom, and other providers as deemed appropriate.

## 8. Protection of Personal Data

All information collected via the services are saved and stored in secure operating environments and is only accessible by authorized personnel.

## 9. Your Rights

### **Accessing your Personal Data**

When you request access to your personal data, and such a request is reasonable and proportionate, CALLS will provide such service free of charge, however if your request requires disproportionate technical or administrative effort CALLS may charge a fee.

If you request access to your personal data, CALLS may request verification of your identity to ensure to the fullest extent possible that personal data is not unlawfully disclosed – failure to adequately validate your identity may result in CALLS’s refusal to allow access to requested personal data.

### **Data Accuracy**

You are responsible for maintaining the accuracy of your personal data by contacting CALLS to notify us of any changes to or errors in your personal data.

### **Erasure**

You have the right to have your personal data erased, noting that without the retention of your personal data, we may not be able to provide legal services to you. Please note

that even after you have chosen to erase your personal data, we may be able to continue to process your personal information to the extent required or otherwise permitted by law, in particular in connection with exercising and defending our legal rights or meeting our legal and regulatory obligations.

### **Withdrawing Consent**

You also have the right to withdraw your consent to your data being processed at any time, without affecting the lawful processing of your personal data before such withdrawal. Please note that even after you have chosen to withdraw your consent, we may be able to continue to process your personal information to the extent required or otherwise permitted by law, in particular in connection with exercising and defending our legal rights or meeting our legal and regulatory obligations.

### **Objection**

You have the right to object, in whole or in part, to your personal data being collected and processed pursuant to CALLS's legitimate interests. In such case, we will no longer process personal data - except where the compelling legitimate grounds to continue the processing override the interests, rights and freedoms of the user, or to establish, exercise or defend legal claims.

### **Restricted Processing**

Users have the right to restrict processing of their personal data if (i) accuracy of the personal data is contested for the period of time in which CALLS can verify the accuracy of the personal data, (ii) processing is unlawful and the data subject opposes erasure of the personal data and requests restricted processing instead, (iii) CALLS no longer needs the personal data for the purpose of processing but is required by the data subject to establish, exercise or defend legal claims, and (iv) the user objects to processing pending verification whether CALLS's legitimate grounds prevail over those of the user. Where processing has been restricted under the above bases, such personal data (save for storage) will only be processed with a user's consent or to establish, exercise or defend legal claims or to protect the rights or interests of another individual in the public interest.

### **Personal Data Portability**

Users have the right to request and receive their personal data in a structured way as well as the right to have their personal data transmitted to another processor, where technically feasible and not adversely affecting the rights and freedoms of others.

## **10. Complaints**

If you have a complaint about the way CALLS handles or processes your personal data, you may lodge a complaint with the relevant supervisory authority, which for CALLS is the Data Protection Authority (Belgium). At first instance, we recommend that you direct any concerns or complaints to [callsnetwork@outlook.com](mailto:callsnetwork@outlook.com)

## 11. Changes to this Privacy Policy

This Privacy Policy may change from time to time when reviewed and in compliance with applicable laws and regulations. Your rights under this Privacy Policy will not be reduced without your explicit consent. Where changes are significant, you will be notified by email and/or by notice via the Website.

If you would like further information about this Privacy Policy or your privacy rights in relation to the Website, please contact [callsnetwork@outlook.com](mailto:callsnetwork@outlook.com)

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