

Privacy Policy Website

When providing information on its website www.novellashealthcare.com (hereinafter the “Website”), Novellas Healthcare NV (hereinafter “Novellas Healthcare”, “the company”, “we”, “us” or “our”) processes certain personal data relating to visitors to the Website (hereinafter “you” or “your”) as a “Controller”. “Data Protection Legislation” means the General Data Protection Regulation (GDPR), the Belgian Act of 30 July 2018 on the protection of natural persons with regard to the processing of personal data, and all other relevant legislation. Other capitalised terms used in this Privacy Policy have the same meaning as in the GDPR.

We attach great importance to your privacy and wish to inform you as transparently as possible about our processing activities and your rights in relation to them. To this end, you will first find a brief summary of these activities below, followed by more detailed information.

A separate Recruitment Privacy Policy, also available on our Website, additionally applies to job applicants and candidate profiles.

This Website is operated by Novellas Healthcare NV, registered with the Belgian Crossroads Bank for Enterprises under number 0825.892.939, with its registered office at Assesteenweg 71 b 001, 1740 Ternat, Belgium.

Questions or comments may be sent by post to the above address, by email to privacy@novellashealthcare.com, or by telephone on 02/456.00.00.

- Novellas Healthcare processes various categories of personal data. These data are used to provide a service you have requested and for statistical purposes to improve our services.
- We do not share your data with third parties unless we are legally required to do so or, to a limited extent, with our service providers, who provide the necessary assurances that your personal data are protected using state-of-the-art technologies. We will never sell your data.
- Data Protection Legislation grants individuals various rights, subject to certain conditions. We aim to facilitate the exercise of your rights. You can contact us through various channels, and we will respond promptly to your request.

General information

1. This Privacy Policy informs you how we collect and process your personal data when you visit and use the Website. We attach the utmost importance to your privacy and the protection of your personal data. Novellas Healthcare, acting as the “Controller”, will comply with all applicable Data Protection Legislation.
2. This Privacy Policy supplements the Terms and Conditions applicable to the Website. The Terms and Conditions and this Privacy Policy apply throughout your visit to and use of the Website.
3. Before using features on our Website, you must declare that you have read and understood this Privacy Policy and agree to it.
4. If you have any questions about this Privacy Policy or the processing of your personal data, you can contact us using the contact details above. You do not have to agree to this Privacy Policy in order to visit our Website.

What data do we collect and for what purposes are they used?

When you use the Website, various types of information are collected and used for different purposes. Below you will find an overview of these purposes and the legal bases on which we collect the data. The relevant information is processed only insofar as the corresponding category of processing applies to you.

1. When you contact us through the contact form, we process the contact details you provide (such as your name, email address, telephone number and message) in order to handle your enquiry. Depending on the nature of your request, this is based on our legitimate interest in responding to enquiries (Article 6(1)(f) GDPR) or on taking steps at your request prior to entering into a contract (Article 6(1)(b) GDPR).

We request your separate consent to subscribe you to our newsletter (Article 6(1)(a) GDPR). You may withdraw that consent at any time using the unsubscribe link in the newsletter or by contacting us.

When you apply for a position through our Website or otherwise contact Novellas Healthcare in the context of recruitment or staffing activities, we process your personal data in accordance with our separate Recruitment Privacy Policy.

That policy provides further information about which personal data we process, for what purposes, on which legal bases, how long we retain your data and what rights you have.

2. In principle, consent is not required for strictly necessary cookies, provided the legal conditions are met. For non-essential cookies and similar tracking technologies, we request prior consent where required by law. Further information is available in our Cookie Policy.

What data do we share with third parties?

We wish to protect your privacy as effectively as possible. Accordingly, we limit the sharing of your data with third parties as much as possible.

Within the company, contractual arrangements ensure that access to personal data is limited to persons who are authorised to access them as part of their duties. We also have strict internal guidelines regarding the security and confidentiality of data, including your personal data.

We may share your data with the following third parties:

- o Competent authorities where required by law, in connection with legal proceedings or litigation, or for reasons of national security, law enforcement or other matters of public interest;
- o Where reasonably necessary to enforce our terms and conditions or to protect our business operations or visitors;
- o Service providers acting as “Processors” on behalf of our company; in such cases, we will always ensure that the necessary (contractual) safeguards are in place to ensure that the service provider has implemented appropriate privacy measures (including in relation to any transfer of data to countries outside the European Economic Area);
- o At your request, for example when you use products or services for which we need to share data with third parties; o Companies within our corporate group, where necessary for the performance of a contract (e.g. customer management) or to fulfil your specific request;
- o In the event of a reorganisation, merger or sale, all personal data we collect will be transferred to the relevant third party.

If we transfer your data to countries outside the European Economic Area, we will always ensure that appropriate safeguards are in place.

The Website may contain links to third-party websites or (social media) platforms. Please note that, when you click these links, the terms and conditions, privacy policies and other contractual provisions of those

third parties will apply. We recommend that you read them carefully. We accept no responsibility in this respect, and you access and/or use these websites and platforms at your own risk.

Use of cookies and other technologies

During a visit to the Website, cookies or other tracking tools may be placed on your device.

A cookie is a text file placed by a website server in your computer's browser or on your mobile device when you visit a website.

Our Cookie Policy provides a more detailed explanation of our use of cookies and can be accessed via this link.

Protection of personal data

We take the security of your personal data very seriously. We protect your personal data both in transit and at rest. If your personal data are stored by the company, we use computer systems with restricted access at locations with physical security measures. Integrity and retention of personal data

If you wish to amend your data, you can contact us using the contact details at the beginning of this Privacy Policy.

We do not retain personal data for longer than necessary for the purpose for which they were collected. We retain data relating to contact enquiries for the duration of the follow-up and thereafter only for as long as necessary for administrative purposes or potential disputes. We retain newsletter data until you unsubscribe or withdraw your consent, except for limited information needed to honour your unsubscribe request. The retention periods set out in our Cookie Policy apply to cookies. Specific retention periods and criteria are established in our internal retention schedule. For job applications, please refer to the separate Recruitment Privacy Policy.

Your rights

Data Protection Legislation provides for a number of statutory rights that you may exercise as an individual in certain circumstances and subject to certain conditions. In particular, these include:

- right to inspect your data
- right of access
- right to rectification
- right to erasure
- right to object to processing
- right to data portability
- right to restriction of processing
- right not to be subject to automated decision-making, such as profiling
- right to lodge a complaint with the supervisory authority

We handle requests to exercise your privacy rights as quickly as possible and within the statutory deadlines. You can email privacy@novellashealthcare.com or contact us through another channel. We may request additional information necessary to confirm your identity only where we have reasonable doubts about your identity.

Where permitted by the GDPR, we may refuse or restrict a request, giving reasons, for example where a request is manifestly unfounded or excessive. We will inform you of the reasons and your further options.

Where we process your personal data on the basis of your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

You always have the right to lodge a complaint with the supervisory authority. In Belgium, this is the Belgian Data Protection Authority (Drukpersstraat 35, 1000 Brussels; T: +32 (0)2 274 48 00; E: contact@apd-gba.be; W: www.gegevensbeschermingsautoriteit.be). Naturally, we would prefer to try to reach a resolution with you first!

Your obligations

The information you provide must be accurate and complete. If this is not the case, the company reserves the right to take any measures it considers appropriate. You also expressly confirm that you have obtained all necessary rights and consents to provide us with the information you send us, and you indemnify us against any damage and/or liability arising from failure to comply with this obligation. Do you have any further questions?

If you have any further questions, you can always contact us using the contact details provided at the beginning of this Privacy Policy.

This Privacy Policy was last updated on 19 October 2026.

Additional information on legal bases and contact details

Where processing is based on legitimate interests, you may object on grounds relating to your particular situation. Where we rely on consent, you may withdraw it at any time without affecting the lawfulness of earlier processing. We process your personal data solely for the purposes described above. Please refer to the separate Cookie Policy for cookies and the separate Recruitment Privacy Policy for candidates.