

Version 2026-04-01

Who is responsible for the privacy statement?

The NBN, Bureau for Standardisation, whose head office is at 40 Rue Joseph II, Box 6, 1000 Brussels.

The NBN is the public interest organisation responsible for the development and promotion of standardisation in Belgium.

Hereafter it is referred to as 'NBN' or 'we'.

As a public authority, the NBN acts as data controller in relation to personal data.

The NBN collects, stores and processes personal data as securely as reasonably possible and in strict compliance with the General Data Protection Regulation 2016/679 of 27 April 2016 and the Law of 30 July 2018 on the protection of natural persons with regard to the processing of personal data.

What does the privacy statement apply to?

The aim of this statement is for NBN to inform you of why and how our organisation, our employees and our partners process personal data when we carry out our activities, when you use our website nbn.be, or in the course of any of the services NBN may be requested to provide.

'NBN services' include, for example:

- 'NBN online services', i.e. all websites, applications and internet services that are offered by NBN and that provide access to NBN content;
- all other NBN services you come into contact with, for example, as a client, standardisation expert, or participant in events, training courses, meetings, public inquiries, or votes, etc.

This statement does not apply to other websites or other applications, even when the NBN refers to them. NBN is not responsible for the content or privacy practices of other sites or applications.

Who does the privacy statement apply to?

This privacy statement covers the processing of personal data of:

- people who visit the NBN website;

- contact persons who receive informative updates, newsletters, news and invitations to events;
- contact persons of clients (or other users);
- contact persons of other parties NBN does business with or intends to do business with (e.g. potential clients, suppliers, other partners or other business partners);
- people who provide feedback on draft standards during the public inquiry period in the standards adoption process;
- expert partners in standardisation;
- job applicants.

For what purposes do we use your data?

People who visit the NBN website

We only process your personal data for legitimate business reasons. These include, but are not limited to:

- the provision and effective organisation of our services;
- the management of inquiries, requests and complaints;
- the collection of statistics about the use of our services;
- the improvement of our services in terms of performance, functionality and design.

Contact persons who receive informative updates, newsletters, news and invitations to events

We maintain a database containing details of both our clients and our key partners. We only process your personal data for legitimate business reasons. These include, but are not limited to:

- the regular sending of news, developments in services and training, information relating to the updating of standards, etc.;
- the management of inquiries, requests and complaints relating to these communications;
- the collection of statistics relating to these communications.

Contact persons of clients

This refers to, for example, people who acquire standards, who participate in training, and who use our platform or our commercial solutions (e.g. purchases, licenses and subscriptions).

We only process your personal data for legitimate business reasons. These include, but are not limited to:

- compliance with our legal obligations;
- client management;
- invoicing and accounting;

- the communication of information about our company, its services and its activities;
- the effective organisation and improvement of our services;
- the marketing of our services;
- the management of inquiries, requests and complaints;
- dispute management;
- statistics and market research;
- the security of our services and applications.

As a contact person for one of our clients, you will be added to our contact list for the sending of informative updates, event invitations, newsletters, news, etc.

Contact persons of other parties NBN does business with or intends to do business with (e.g. potential clients, suppliers, other partners or other business partners)

We only process your personal data for legitimate business reasons. These include, but are not limited to:

- compliance with our legal obligations;
- management of orders and suppliers;
- invoicing and accounting;
- the communication of information about our company, its services and its activities;
- the effective organisation and improvement of our services;
- marketing;
- the management of inquiries, requests and complaints;
- dispute management;
- statistics and market research;
- the security of our services and applications.

As a third-party contact person, you will be added to our contact list for the sending of informative updates, event invitations, newsletters, news, etc.

People who provide feedback on draft standards during the public inquiry period in the standards adoption process

We only process your personal data for legitimate business reasons. These include, but are not limited to:

- compliance with our legal obligations;
- the communication of information about our company, its services and its activities;
- the effective organisation and improvement of our services;
- marketing;
- the management of inquiries, requests and complaints;
- dispute management;
- statistics and market research;
- the security of our services and applications.

As a third-party contact person, you will be added to our contact list for the sending of informative updates, event invitations, newsletters, news, etc.

Expert partners in standardisation

We only process your personal data for legitimate business reasons. These include, but are not limited to:

- registration in the standardisation commissions and working groups of the NBN, the International Organization for Standardization (ISO) and the European Committee for Standardization (CEN), and with their sector operators, including attending the meetings of these committees and working groups;
- registration in the Global Directory, the database of CEN and ISO;
- compliance with our legal obligations;
- invoicing and accounting;
- the communication of information about our company, its services and its activities;
- the effective organisation and improvement of our services;
- direct marketing;
- the management of inquiries, requests and complaints;
- dispute management;
- statistics and market research;
- the security of our services and applications.

As an expert contact person, you will be added to our contact list for the sending of informative updates, event invitations, newsletters, news, etc.

Job applicants

We process your personal data to register your application to work with our organisation and, if you successfully progress to the selection procedure, the creation of your profile. This means that we will process all data needed to evaluate your application with a view to possibly hiring you.

This evaluation may also include evaluation by an external party.

If the evaluation is positive and we decide to hire you, we will also use your personal data to prepare the employment contract.

What are the legal bases for the processing of your data?

People who visit the NBN website

When you send a message to us via the online contact form or using the contact details mentioned on our website, your personal data will in principle be processed for the purposes of our legitimate interests (namely to handle all inquiries, requests and complaints sent via this form in the best possible way).

In this context, we will always determine on a case-by-case basis whether your interests, rights and fundamental freedoms override our interests.

Contact persons who receive informative updates, newsletters, news and invitations to events

If you are a client, we send you updates and invitations in the context of our existing client relationship, which is in our legitimate interest. Given the existing relationship, we assume that you are satisfied with the service we provide to keep you up to date.

If you are not a client or not linked to one of our clients, we will send you updates and invitations based on your consent.

Contact persons of clients and contact persons of other parties NBN does business with or intends to do business with (e.g. potential clients, suppliers, other partners or business partners)

We process your personal data for one of the purposes mentioned above:

- when necessary for the execution of contracts you are party to or to perform actions you request before a contract is in place;
- when we need to do so to meet our legal obligations;
- for the legitimate interests of NBN and/or a third party, including, but not limited to, our activities, the management of our clients, prospects, suppliers, etc.

If we have a legal obligation to obtain your free, informed, specific and unequivocal consent in order to process your personal data for certain purposes (for example, specific direct marketing or search marketing activities), we will only process your data for such purposes to the extent that we have obtained your consent.

If you are a contact person for one of our clients, you will be added to our contact list for the sending of informative updates, event invitations, newsletters, news, etc. For more information on the legal basis for this, see the previous section on the processing of personal data of contact persons who receive informative updates, newsletters, news and invitations to events.

People who provide feedback on draft standards during the public inquiry period in the standards adoption process

We process your personal data for one of the purposes mentioned above:

- when we need to do so to meet our legal obligations;
- for the legitimate interests of NBN and/or a third party, including, but not limited to, our activities, the management of our clients, prospects, suppliers, etc.

If we have a legal obligation to obtain your free, informed, specific and unequivocal consent in order to process your personal data for certain purposes (for example, specific direct marketing or search marketing activities), we will only process your data for such purposes to the extent that we have obtained your consent.

Partner experts in standardisation

We process your personal data for one of the purposes mentioned above:

- when necessary for the execution of contracts you are party to or to perform actions you request before a contract is in place;
- when we need to do so to meet our legal obligations;
- for the legitimate interests of NBN and/or a third party, including, but not limited to, our activities, the management of our clients, prospects, suppliers, etc.

If we have a legal obligation to obtain your free, informed, specific and unequivocal consent in order to process your personal data for certain purposes (for example, specific direct marketing or search marketing activities), we will only process your data for such purposes to the extent that we have obtained your consent.

Job applicants

We need to process your personal data to be able to carry out certain steps prior to concluding your employment contract. It is also in our legitimate interest to evaluate you before making you a job offer, which is in your interest too (or at least, does not override our interest). The retention of your data for a specific period is also in our legitimate interest, whether to be able to contact you about a future opportunity or to defend our selection procedure.

What are your rights?

You have several rights related to the information we hold about you. You have the right:

- to receive confirmation that we are processing your personal data and to request a copy of the personal data that we hold about you, provided that this does not affect the rights of third parties, in particular the right to defence in court or the right to privacy;
- to request that we update the personal data we hold about you, or that we correct personal data that you consider to be inaccurate or incomplete;
- to request that we erase the personal data we hold about you, or that we limit how we use such personal data if you consider that there is no legal basis (or no longer a legal basis) for us to process that data. However, these rights do not apply if the processing is necessary for the introduction, exercise or establishment/preparation of a legal claim;
- to withdraw your consent to the processing of your personal data (insofar as such processing is based on consent);
- to receive a copy of the personal data you have provided to us, in a structured, commonly used and machine-readable format and to transmit this personal data to another party (insofar as the processing is based on consent or on a contract);

- to oppose the processing of your personal data for which we use legitimate interest as a legal basis; in such cases, we will stop processing your personal data unless we have compelling legitimate grounds to continue processing your personal data, or if the processing is related to the introduction, exercise or establishment/preparation of a legal claim.

You also have the right to object at any time to the processing of your personal data for direct marketing purposes. If you do not wish to continue receiving direct marketing from us, you can contact us (see below) or, where applicable, click on the unsubscribe function in an electronic communication. In this case, your personal data will no longer be processed for these purposes.

To exercise any of your rights related to the information we hold about you, you can send us a request, indicating the right you wish to exercise:

- by sending an email to privacy@nbn.be; or
- by addressing your question to DPO, NBN, 40 Rue Joseph II, Box 6, 1000 Brussels.

You can also use these contact details if you wish to file a complaint regarding your privacy. If you are not satisfied with the way we have handled your personal data or any question or request you have submitted to us in relation to privacy, you can file a complaint with the Data Protection Authority ('DPA') in your jurisdiction. If you would like to be directed to the appropriate DPA, please contact us.

How does the NBN collect your personal data?

People who visit the NBN website

We receive your personal data when you use the NBN website and its services. This may be, for example, when you send a message to us via the online contact form or using the contact details mentioned on our website, or when you use our online services.

Contact persons who receive informative updates, newsletters, news and invitations to events

We receive your personal data when you provide it to us.

Contact persons of clients and contact persons of other parties NBN does business with or intends to do business with (e.g. potential clients, suppliers, other partners or business partners)

We may receive your personal data in the course of carrying out our business activities.

We may obtain such personal data because you have provided it to us (e.g. by contacting us), because others have provided it to us (e.g. your employer or third party service providers we use in the context of our business activities), or because they are publicly accessible.

Where we obtain personal data from third parties, we make reasonable efforts to enter into contractual terms with those parties to require them to comply with data protection laws. This can mean requiring that the third party provide you with all the necessary information or – if required – to obtain your consent to the processing of your personal data as described in this GDPR privacy statement.

People who provide feedback on draft standards during the public inquiry period in the standards adoption process

We receive your personal data when you provide it to us. This may be, for example, when you send a message to us via the online contact form or using the contact details mentioned on our website, or when you use our online services.

Expert partners in standardisation

We receive your personal data when you provide it to us. This may be, for example, when you send a message to us via the online contact form or using the contact details mentioned on our website, or when you use our online services.

Job applicants

We receive your personal data when you provide it to us. This may be, for example, when you send a message to us via the online contact form or using the contact details mentioned on our website, or when you use our online services.

What data do we collect?

People who visit the NBN website

We collect your data when you contact us by completing the contact forms on our website. The following contact forms appear on the <https://nbn.be/> website:

> Contact forms and chat

The following data is collected through the GDPR-compliant contact form on our website: last name and first name, title, language, company, function, email address and content of your message.

Contact persons who receive informative updates, newsletters, news and invitations to events

The personal data we hold in our database consists of your last name and first name, title, language, email address, the company you work for, and your function.

Contact persons of clients or contact persons of other parties NBN does business with or intends to do business with (e.g. potential clients, suppliers, other partners or business partners)

The personal data we collect or obtain may include, but is not limited to:

- identification data (e.g. your last name, first name, title, language, address (private/professional), telephone number (private/professional), email address (private/professional), country of residence, national identification number);
- electronic identification data (e.g. IP addresses, browser type, cookie identifiers).

People who provide feedback on draft standards during the public inquiry period in the standards adoption process

The personal data we hold in our database consists of your last name and first name, title, language, email address, the company you work for, and your function.

Expert partners in standardisation

The personal data we hold in our database consists of your last name and first name, title, language, email address, the company you work for, and your function.

We also store identification data relating to travel and secure access (passport number, date of issue and expiry date, date of birth) if this is necessary for the practical organisation of plenary meetings or working group meetings.

Job applicants

As part of our selection and recruitment procedure, the processing of your personal data may include:

- standard information about your identity (e.g. last name, first name, address);
- personal data (e.g. place and date of birth, nationality, gender, telephone number, email address, hobbies and interests);
- your photo if you provide this to us spontaneously;
- data relating to your professional experience (e.g. profile, information about previous employers, ending of your last employment and work carried out, specific projects), including research into your references if you provide them in your CV;
- data relating to your education (e.g. diplomas, certificates, internships, specific training);
- information about your knowledge of languages;
- where applicable, whether or not you have a residence permit and/or a work permit for the European Economic Area (EEA);
- any other personal data that you communicate to us when you apply, in your CV or in your cover letter, and in relation to carrying out the function;
- all other personal data (other than those mentioned above) that we must process by law.

You are not obliged to share this data with us.

Accessibility and communication

People who visit the NBN website

Members of our staff will have access to your personal data on a strictly 'need-to-know' basis for the purposes described above.

Your data is not transferred outside the EEA.

Contact persons who receive informative updates, newsletters, news and invitations to events

Your personal data may be communicated to collaborators such as consultants, advisors or interim managers, to staff members employed within our marketing, communication, sales or IT departments, as well as to any other service provider who helps us send our updates or provide IT support relating to our database.

Your data is not transferred outside the EEA.

Contact persons of clients or contact persons of other parties NBN does business with or intends to do business with (e.g. potential clients, suppliers, other partners or business partners)

Members of our staff will have access to your personal data on a strictly 'need-to-know' basis. We may share your personal data with affiliated companies or with third parties who provide services to us that reasonably require access to personal data about you for one or more of the purposes outlined in the section 'For what purposes do we use your data?' above. Third parties could be, for example:

- external service providers that we use for various commercial services;
- ad hoc authorities, in accordance with the relevant legislation;
- external professional advisers (e.g. consultants).

We reserve the right to communicate your personal data in cases provided for by law, or when we believe that the communication is necessary in order to protect our rights and/or to comply with legal proceedings, an injunction, a judicial authority's request, or any other legal procedure imposed on us.

Your data is not transferred outside the EEA.

People who provide feedback on draft standards during the public inquiry period in the standards adoption process

Members of our staff will have access to your personal data on a strictly 'need-to-know' basis. We may share your personal data with affiliated companies or with third parties who provide services to us that reasonably require access to personal data about you for one or more of the purposes outlined in the section 'For what purposes do we use your data?' above.

Third parties could be, for example:

- external service providers that we use for various commercial services;
- ad hoc authorities, in accordance with the relevant legislation;
- external professional advisers (e.g. consultants).

We reserve the right to communicate your personal data in cases provided for by law, or when we believe that the communication is necessary in order to protect our rights and/or to comply with legal proceedings, an injunction, a judicial authority's request, or any other legal procedure imposed on us.

Your data is not transferred outside the EEA.

Expert partners in standardisation

Members of our staff will have access to your personal data on a strictly 'need-to-know' basis. We may share your personal data with affiliated companies or with third parties who provide services to us that reasonably require access to personal data about you for one or more of the purposes outlined in the section 'For what purposes do we use your data?' above.

Third parties could be, for example:

- the external service providers that we use.

We reserve the right to communicate your personal data in cases provided for by law, or when we believe that the communication is necessary in order to protect our rights and/or to comply with legal proceedings, an injunction, a judicial authority's request, or any other legal procedure imposed on us.

Your data will generally be processed within the EEA. However, in the context of organising international meetings (ISO/CEN) or to facilitate the procurement of visas for experts residing outside the EEA, data may be transferred to countries outside the EEA. In such cases, NBN ensures that appropriate safeguards are in place (such as standard contractual clauses) or that the transfer of data is necessary for you to fulfil your role as an expert.

Job applicants

Members of our staff will have access to your personal data on a strictly 'need-to-know' basis. We may share your personal data with affiliated companies or with third parties who provide services to us that reasonably require access to personal data about you for one or more of the purposes outlined in the section 'For what purposes do we use your data?' above.

Third parties could be, for example:

- the external service providers that we use.

Your data is not transferred outside the EEA.

Data retention period

People who visit the NBN website

Your personal data will not be kept for longer than the period necessary for the purposes described above.

As a general rule, we keep personal data obtained via the contact form on our website for a period of six months.

However, depending on the specific situation and the applicable national legislation, we may retain your personal data for a longer period. This will be the case if any of the following periods are longer: (i) as long as is necessary for our day-to-day business; (ii) any retention period required by law; or (iii) until the end of the period during which a dispute or investigation could arise.

Contact persons who receive informative updates, newsletters, news and invitations to events

Your personal data will not be kept for longer than the period necessary for the purposes described above.

We will keep your data for as long as you work for a company that is a client of NBN. By client, we mean any company we have worked for. If we have not received any inquiries for a period of six months since our last professional contact, your company will no longer be considered an NBN client.

Contact persons of clients or contact persons of other parties NBN does business with or intends to do business with (e.g. potential clients, suppliers, other partners or business partners)

Your personal data will not be kept for longer than the period necessary for the purposes described above. As a general rule, we keep personal data obtained in the context of contractual relationships for a period of six months from the end of the contractual relationship.

We may, however, retain your personal data for a different period, corresponding to one of the following: (i) as long as is necessary for our day-to-day business; (ii) any retention period required by law; or (iii) until the end of the period during which a dispute or investigation could arise.

People who provide feedback on draft standards during the public inquiry period in the standards adoption process

Your personal data will not be kept for longer than the period necessary for the purposes described above. As a general rule, we keep personal data obtained in the context of contractual relations for a period of six months from the end of the public inquiry.

We may, however, retain your personal data for a different period, corresponding to one of the following: (i) as long as is necessary for our day-to-day business; (ii) any retention period required by law; or (iii) until the end of the period during which a dispute or investigation could arise.

Expert partners in standardisation

Your personal data will not be kept for longer than the period necessary for the purposes described above. As a general rule, we keep personal data obtained in the context of contractual relationships for a period of six months from the end of the contractual relationship. Sensitive data is not stored for more than three months.

We may, however, retain your personal data for a different period, corresponding to one of the following: (i) as long as is necessary for our day-to-day business; (ii) any retention period required by law; or (iii) until the end of the period during which a dispute or investigation could arise.

Job applicants

We keep your personal data for the period necessary for the purposes mentioned above. If your job application does not result in you being hired, your personal data will not be kept for the purposes described above after the end of the recruitment period.

How is your data secured?

We implement strict technical and organisational (security) measures to protect your information from being accessed by unauthorised persons and against unlawful processing, accidental loss, destruction, and damage, both online and offline.

These measures include:

- training for the relevant staff members to ensure they are aware of our privacy obligations when we process personal data;
- administrative and technical controls to restrict access to personal data on a 'need-to-know' basis (e.g. passwords, digital certificates);
- technological security measures, including firewalls, encryption and anti-virus software;
- blocking of access codes if a device is lost or stolen;
- monitoring;
- camera surveillance;
- physical security measures, such as security badges for staff members to access our premises.

Although we use appropriate security measures as soon as we have received your personal data, the transmission of data – especially over the internet (including by email) – is never completely secure. We strive to protect personal data, but we cannot guarantee the security of any data transmitted to us or transmitted by us.

We limit access to your personal information to those who we reasonably believe need to know that information in order to perform their jobs.

NBN aims to use secure communication channels or encrypt documents containing sensitive personal data, such as passport numbers, when sending them.

Automated decision-making process

Automated decisions are defined as decisions relating to individuals, made solely on the basis of automated data processing, with associated legal consequences, and which affect data subjects in a significant manner.

As a general rule, your personal data will not be used for automated decision-making. We do not base any decisions about you solely on the basis of automated processing of your personal data.

How to contact us?

In the context of GDPR, the NBN – as a public institution – has also appointed a Data Protection Officer. Do you have questions about NBN's privacy policy? Contact the Data Protection Officer:

- by sending an email to privacy@nbn.be; or
- by addressing your question to DPO, NBN, 40 Rue Joseph II, Box 6, 1000 Brussels.

Updates to the GDPR privacy statement

We may modify or amend this GDPR privacy statement at any time. Any changes we may make to this statement in the future will be posted on this page. To indicate that we have made changes to the GDPR privacy statement, we will change the revision date at the top of this page. The new modified or amended GDPR privacy statement will then be applicable from this revision date. Please check regularly for any changes or additions.