



European
Benchmarking
Co-operation

Privacy Notice

regarding benchmarking services provided by
Stichting EBC Foundation



Version 1.2
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1. Introduction

EBC Foundation highly values privacy and transparency and wants to carefully process and thoroughly secure personal data which is collected in the framework of its benchmarking services, in compliance with the requirements from the General Data Protection Regulation (GDPR).

In this Privacy Notice EBC Foundation explains what kind of personal data it collects, the purpose of it, the storage period of the data, exchanges with third parties and how to contact us for further information or questions.

2. What personal data is collected by EBC Foundation

EBC Foundation's benchmarking programme targets at water- and wastewater utilities. Because of this, most of personal data that EBC Foundation collects relates to contact persons at participating utilities and intermediates. The kind of personal data collected depends on the role of the contact person and in what activities he/she is involved.

Personal data collected by EBC Foundation in most cases originates from contact persons at a utility themselves. Personal data is for instance submitted by contact persons when completing the online registration form, email correspondence or is automatically collected when using the online data entry and/or the data reporting tool. Also, personal data originates from public sources.

The following kind of personal data is collected by EBC Foundation:

- When registering for one of EBC's benchmarking exercises:
 - first name, middle name (if any) and surname of the contact person
 - the contact person's employer details (like name, address, website, etc.)
 - position of the contact person within the company
 - phone number
 - e-mail address
- When using EBC Foundation's online data entry and/or data reporting tool:
 - IP-address
 - e-mail address
- When registering for one of EBC Foundation's events or workshops:
 - first name, middle name (if any) and surname of the delegate
 - the employer of the delegate
 - position of the delegate within the company
 - phone number

- e-mail address
- dietary requirements
- When registered for EBC Foundations' Newsletter:
 - first name, middle name (if any) and surname
 - the employer of the registrant
 - e-mail address
 - usage of the Newsletter
- At personal contacts during events (like meetings, knowledge picnics, workshops & conferences) or via public sources:
 - business cards
 - e-mail addresses from potential participants & intermediates
- During workshops and events of EBC Foundation:
 - photo-, audio- and video impressions
Photo-, audio- and video recording during the events and its/their release, publication, exhibition, or reproduction to be used for news, promotional purposes, advertising, inclusion on websites, social media, or any other purpose by EBC Foundation, hosting water company and their affiliates and representatives

3. Why EBC Foundation collects this data

EBC Foundations collects personal data for marketing purposes and to be able to provide the agreed benchmarking services, more in particular:

- to keep contact persons of (potential) participants and intermediates informed about the programme developments
- to liaise with contact persons of participating utilities during the programme if questions arise about their data input
- to offer contact persons of participating utilities access to the secured online tools, which require personal login credentials
- to check the activities and progress of participating utilities
- to enable (contact persons of) participating utilities to get into contact with other participants to share best practices
- to prevent allergic reactions during provided lunches and dinners at workshops
- to optimise the layout and content of the Newsletter
- for illustrations in promotion material and on EBC's website

4. How long does EBC Foundation keep personal data

Within EBC Foundations' programmes personal data is stored no longer than strictly required to realise the aims and objectives for which the personal data is collected.

5. Sharing personal data with third parties

EBC Foundation will not share personal data with third parties unless processing and sharing is necessary for the performance of the contract to which the participant is party or if there is a legal obligation to do so.

If personal data is shared with third parties, a Processor Agreement is concluded between EBC Foundation and the third party to guarantee the same level of data security and confidentiality.

Currently EBC Foundation has concluded a Processor Agreement with ABF Research, which is responsible for hosting EBC Foundations online platform and for the statistical analyses/processing of the benchmarking data.

For organizational purposes and to ensure the participation of the delegates in EBC events and workshops, EBC has the right to share the personal data of the delegates obtained upon registration for the relevant event or workshop with the hosting water company, its affiliates and representatives without concluding a Processor Agreement, but with a letter from the hosting water company confirming that the personal data of the delegates will be processed securely and used only for the organisational purposes of the event or workshop.

6. The right to access, rectify and/or erase personal data

Contact persons and delegates have the right to access, rectify and/or erase (i.e. the right to be forgotten) their data. If the contact person/delegate wants to exercise his or her rights he/she can contact EBC Foundations' programme coordinator via administrator@waterbenchmark.org. When a contact person/delegate wants to exercise his/her right he/she will always have/has to present valid identification to make sure that the request concerns his/her personal data. Access to personal data from other contact persons/delegates via this route is not permitted.

Furthermore, the contact person/delegate has the right to object against the processing of his/her personal data and the right to so called 'data portability' i.e. the right to receive the personal data concerning him or her, which he or she has provided to EBC Foundation, in a structured, commonly used and machine-readable format.

7. EBC Foundation & Cookies

EBC Foundations' website (www.waterbenchmark.org) collects cookies. It concerns both technical and functional cookies. A cookie is a short text file that will be saved at the participants' computer, tablet or phone during his/her first visit to the website. The cookies in use are necessary for the technical functioning of the website and the ease of use. These cookies make sure the website functions as it should, and they maintain the preferences set by the participant.

Furthermore, these cookies can be used to track the surfing behaviour to give EBC Foundation insight in what content is accessed most frequently. EBC Foundation uses this information to optimise the website and its content.

The cookies in use cannot be used to identify contact persons. If a contact person prefers not to use/accept cookies, he/she can change the settings of the internet browser in use, to make sure that cookies are not saved. Furthermore, all previously saved cookies can be removed via the settings of the internet browser in use.

8. Questions & complaints

For further questions, participants can contact EBC Foundation's programme coordinator via administrator@waterbenchmark.org.

In case of possible complaints regarding the processing of personal data, EBC Foundation will do its utmost best to find an acceptable solution for both parties. In the absence of agreement, a participant has the right to file a complaint at the [Dutch Data Protection Authority \(DPA\)](#).