



## **Privacy Policy**

**Updated: May 22, 2018**

Global Listed Infrastructure Organisation ("GLIO") publishes research and educational materials (products) and owns and maintains the [www.glio.org](http://www.glio.org) website.

This privacy policy informs you of our policies regarding the collection, use, and disclosure of personal data when you use our products and website and the choices you have associated with that data.

By using GLIO products and website (services), you agree to the collection and use of information in accordance with this policy.

### **Scope & Definitions**

**"Personal Data"** Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

**"Usage Data"** Usage Data is data collected automatically either generated by the use of our products and website or from the website infrastructure itself (for example, the duration of a page visit).

**"Data Controller"** Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which, and the manner in which, any personal information are, or are to be, processed. For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.

**"Data Processors (or Service Providers)"** Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller. We may use the services of various Service Providers in order to process your data more effectively.

**"Data Subject (or User)"** Data Subject is any living individual who is using our products and website and is the subject of Personal Data.

**"Services"** Services includes GLIO products and website.

**"Information Collection and Use"** We collect several different types of information for various purposes to provide and improve our products and website to you.



## **Types of Data Collected**

### **Personal Data**

While using our services, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data").

Personally, identifiable information may include, but is not limited to:

- First name, last name and title
- Email address
- Phone number
- Address, State, Province, ZIP/Postal code, City, Country

We may use your Personal Data to contact you with newsletters, journals, research, educational materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us.

### **Usage Data**

We may also collect information how the services are accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

### **Use of Data**

GLIO uses the collected data for various purposes:

- To maintain a day to day business relationship
- To provide and maintain our products and website
- To notify you about changes to our services
- To allow you to participate in interactive features of our services when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our services and business development opportunities
- To monitor the usage of our services
- To detect, prevent and address technical issues
- To conduct transactions
- To provide you with supporter information, news, research, and general information about other services and events which we offer that are similar to those that you have already subscribed to, or enquired about, unless you have opted not to receive such information.



## **Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)**

If you are located in the European Economic Area (EEA), GLIO's legal basis for collecting and using the personal information described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

GLIO may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it's not overridden by your rights
- To comply with the law

## **Retention of Data**

GLIO will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

GLIO will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our services, or we are legally obligated to retain this data for longer time periods.

## **Transfer of Data**

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside Belgium and choose to provide information to us, please note that we transfer the data, including Personal Data, to Belgium and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

GLIO will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.



## **Disclosure of Data**

### **Disclosure for Law Enforcement**

Under certain circumstances, GLIO may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

### **Legal Requirements**

GLIO may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of GLIO
- To prevent or investigate possible wrongdoing in connection with the services
- To protect the personal safety of users of services or the public
- To protect against legal liability

### **Security of Data**

The security of your data is important to us and GLIO is committed to taking appropriate technical, physical and organizational measures to protect Personal Data against unauthorized access, unlawful processing, accidental loss or damage and unauthorized destruction.

### **Your Data Protection Rights Under General Data Protection Regulation (GDPR)**

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. GLIO aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact [f.hughes@glio.org](mailto:f.hughes@glio.org).

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information we have on you. Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.
- The right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete.
- The right to object. You have the right to object to our processing of your Personal Data.
- The right of restriction. You have the right to request that we restrict the processing of your personal information.



- The right to data portability. You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.
- The right to withdraw consent. You also have the right to withdraw your consent at any time where we relied on your consent to process your personal information.
- Please note that we may ask you to verify your identity before responding to such requests.
- You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

### **Service Providers**

We may employ third party companies and individuals to facilitate our services ("Service Providers"), to provide the services on our behalf, to perform Service-related services or to assist us in analyzing how our services are used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

### **Links to Other Sites**

Our services may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

### **Changes to This Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on [www.glio.org](http://www.glio.org).

We will let you know via email and/or a prominent notice on our website, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

### **Contact Us**

If you have any questions about this Privacy Policy, please contact us by email: [f.hughes@glio.org](mailto:f.hughes@glio.org)