

COMPLAINTS PROCEDURE FORM Art.XI.273/1 CEL

Version adopted by the Board of Directors' meeting of 24 March 2022, entering into force on 1 August 2022

Complainant

Rightholder*

Management society*

Collective management society*

User*

Rightholder number
If any

Name

Person responsible
For the legal entity

Nature of the link with AEB

Address

E-mail

Signature

Date

Complaint

Title of the work
If any

Number of the AEB work
If any



Nature of the complaint*:

- In relation to rights management
- In relation to the transfer of rights
- In relation to the withdrawal of rights
- In relation to membership terms
- In relation to the collection of sums due to the rightholder
- In relation to deductions
- In relation to distributions

Details of the complaint:

Details of any measures already taken to resolve the problem:

List of attachments in support of the complaint:

* Check the appropriate box.



Please note that signing this Complaint Procedure Form implies acknowledgement and acceptance of the following provisions:

- The Complainant confirms that he/she has read and accepted, where applicable, the Complaint Procedure Privacy Policy (reproduced below) and the AEB Distribution Rules.
- The Complainant declares that the above statements are true, correct and complete.
- The Complainant represents and warrants that he/she has the authority to submit this complaint.
- The Complainant expressly authorises AEB and/or any entity authorised by AEB to use the information provided by the Complainant, whether personal or not, in AEB's automated systems (such as the International Rights Royalty Information System (IRRIS)).
- The personal data concerned by this complaints procedure (contact details of the complaining natural persons and/or representatives of the complaining legal entities) are recorded and processed in accordance with the applicable privacy legislation and AEB's *Policy on privacy in the context of the complaints procedure*.

AEB Policy on privacy in the context of the complaints procedure

By submitting a complaint under this Privacy Policy in the context of the complaints procedure (hereinafter referred to as the "**Complaint**"), the Complainant, or its representative (if the Complainant is a legal entity), provides us with certain personal data and the Complainant, or its representative, agrees that we, AGICOA Europe Brussels S.C., having its registered office at Rue des Chartreux, 19/32, 1000 Brussels and registered with the CBE under number 0426.385.274, Brussels Legal Entities Register and whose bank account number is BE94 3100 5325 5514 with a Belgian credit institution (hereinafter referred to as "**AEB**", "**we**", "**us**", "**our**"), will process such personal data in the context of the processing of the Complaint.

AEB attaches great importance to your privacy and therefore undertakes to comply with the applicable legislation in this respect, in particular the General Data Protection Regulation (Regulation 2016/679) (hereinafter referred to as the "**GDPR**").

It may include, inter alia, the following personal data of the Complainant or the Complainant's representative: first and last name, address, e-mail address, signature, rightholder number (if applicable), nature of the relationship with AEB.

As a matter of principle, we will not request special categories of personal data (e.g. personal data relating to health, racial or ethnic origin, religious or philosophical beliefs, trade union membership, sexual orientation, etc.) from the Complainant or its representative or any other person. The Complainant or its representative is therefore kindly requested not to disclose such personal data to us in any way. If the Complainant, or its representative, nevertheless does so, he/she shall be deemed to have done so deliberately.

If the Complainant, or its representative, provides us with personal data relating to other persons, the Complainant, or its representative, warrants that such personal data has been collected in accordance with the GDPR and that such persons have been informed, inter alia, of the contents of this Complaints Procedure Privacy Policy.



The processing of the personal data of the Complainant or its representative is based on Article 6.1.c) of the GDPR (fulfilment of legal obligations).

The personal data will be processed, inter alia, for the following purposes: processing of the complaint, administration, case management and any related communication.

If required for the above purposes, we may transfer the personal data of the Complainant or its representative to third parties (e.g. suppliers such as our IT service provider, but also any other stakeholder involved in the processing of the complaint, such as governments, public authorities, AGICOA (which manages AEB's automated systems, such as the *International Rights Royalty Information System*), etc.). If these recipients act as processors, AEB has concluded the necessary processing agreements with them. Insofar as the European Commission has adopted an adequacy decision concerning Switzerland (where AGICOA has its registered office), personal data will in principle not be transmitted and stored outside the European Economic Area. In the exceptional case that this situation should nevertheless occur, AEB will take the necessary (contractual) protective measures in accordance with the applicable law and prevailing case law (e.g. the conclusion of standard EC clauses or similar contractual provisions). The Complainant or its representative may contact us at any time to obtain further information on this matter.

If justified or required by law, personal data may also be transmitted to the relevant authorities and/or other law enforcement bodies (e.g. the data protection authority, etc.).

The Complainant, or its representative, may at any time access his/her personal data and correct it or cause it to be corrected if it is incorrect or incomplete, to have it deleted and to object to its processing or to have its processing restricted, provided that the legal conditions for doing so are met. The Complainant or its representative shall be entitled

to obtain a copy (in a structured, commonly used and machine-readable form) of the personal data and to have the data transferred to another controller (right to portability of personal data).

In order to exercise these rights, the Complainant, or its representative, may contact complaint@agicoabrussels.eu.

If the Complainant, or its representative, has questions and/or complaints regarding the processing of his/her/its personal data, we request that these questions are first clarified with AEB. If this is not possible or desirable, a question or complaint can always be addressed to the Data Protection Authority (rue de la Presse, 35, 1000 Brussels). – contact@apd-gba.be.

We will retain personal data recorded in the complaints register referred to in Article 8 of these *Complaints and Dispute Handling Procedures* for as long as AEB exists or longer if required by law, or for archival purposes. Wherever possible, we will anonymise such personal data.