

Privacy Policy

1. Introduction

Our Privacy Policy was last updated on 26 September 2025.

At KANDO Research, we are committed to protecting your privacy and ensuring the responsible handling of your personal data. This privacy statement explains how we collect, use, and safeguard your personal data in compliance with applicable laws and regulations, including the General Data Protection Regulation (GDPR). If you have any questions or concerns about our privacy practices, please contact us at privacy@kandoresearch.com.

KANDO Research is based in Belgium, with offices at Keirestraat 14, 9700 Oudenaarde and adheres to the highest standards of data protection.

2. What is personal data and what is meant by processing personal data?

Personal data refers to any information relating to an identified or identifiable natural person. An identifiable person is one who can be identified, directly or indirectly, through information such as their name, contact details, email address, location data, login credentials, health data, financial information, or other data that can be linked to them.

Processing of personal data includes any operation or set of operations performed on personal data, such as collection, storage, modification, consultation, use, transmission, and erasure.

3. How does KANDO Research collect personal data?

We collect personal data in several ways, including but not limited to:

- When you visit our website;
- When you request information from us or communicate via telephone or email;
- When you submit a job application, including your CV and other application details;
- When you participate in a clinical trial;
- When you engage with us for any other services.

We take appropriate measures to ensure the security and confidentiality of your personal data and comply with all relevant data protection laws and regulations.

4. What personal data can we collect from you?

The following categories of personal data may be collected by KANDO Research:

- Contact information, such as your name, address, phone number or e-mail address;
- Financial information, such as your bank account number or billing address;
- Online identifiers, such as your IP address;
- Recruitment information, such as a CV, employment history and motivational letter;
- Pseudonymized health data, genetic data and data on your ethnicity if you participate in a clinical trial;
- Any other information that you voluntarily provide to us.

All personal data collected is processed lawfully, fairly, and transparently, in accordance with our obligations under the GDPR.

5. Why do we use your personal data?

KANDO Research processes your personal data for various purposes. We only process the necessary personal data. We may process your personal data for the following purposes:

- To recruit personnel;
- To be able to contact you and respond to inquiries;
- To send you our newsletter;
- To analyze the use of our website and social media;
- To enter into and execute agreements;
- To provide offers and proposals;
- To handle questions and complaints;
- To conduct clinical research studies, in which case we will provide you with more detailed information on the use of your personal data through an informed consent form.

6. How do we use your personal data

Purpose	Description	Legal Ground
Website and social media functionality	Operating and improving our website and social media platforms, ensuring a seamless user experience.	Legitimate interest and/or consent
Event and webinar registrations	Processing personal data to organize events or webinars you have registered for or attended.	Consent
Communications and marketing	Sending newsletters, marketing materials, and relevant updates based on your preferences.	Consent
Clinical trials	Processing personal data for participation in clinical studies and handling related obligations.	Legal obligation and informed consent
Scientific research and product development	Conducting research and product improvements using pseudonymized data from clinical trials.	Consent
Handling inquiries and feedback	Responding to messages, complaints, or compliments received through our website or other channels.	Legitimate interest and/or consent
Legal compliance	Disclosing personal data to regulators, auditors, and tax authorities when legally required.	Legal obligation

Litigation and claims	Processing personal data for legal proceedings or to defend and exercise legal claims.	Legal obligation or legitimate interest
Adverse event reporting	Processing personal data to report unexpected events to regulatory authorities (e.g., EMA, FDA).	Legal obligation
Financial reporting and transactions	Processing data for financial reporting, payment processing, and internal reporting.	Legitimate interest or contractual necessity
Recruitment and job applications	Processing data provided during job applications, including CVs and employment history.	Consent and/or legitimate interest

7. Why are we allowed to process your personal data?

KANDO Research may only process personal data if it has a legal basis to do so. KANDO Research uses the following legal grounds for the processing of personal data:

- **Consent:** When you have given explicit consent for the processing of your personal data;
- **Contractual necessity:** When processing is required to enter into or perform a contract with you;
- **Legal obligations:** When processing is required to comply with applicable laws and regulations, such as tax and accounting obligations;
- **Legitimate interests:** When processing is necessary for our legitimate business interests, ensuring that your privacy rights are safeguarded.

8. How long do we keep your personal data?

KANDO Research retains personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal requirements. The retention periods include:

- **Clinical trial data:**
 - Retained for 25 years after the end of the trial in compliance with the European Clinical Trial Regulation (article 58(3)) and the Belgian National Law (Royal Decree of 9 May 2017 implementing CTR in Belgium) or;
 - Retained for at least 10 years after the last devices has been placed on the market, in compliance with the Medical Devices and In Vitro Diagnostics regulators (Annex XV, chapter III, section 2.8 of MDR, and similar provisions for IVDR), or 15 years for implantable devices;
- **Employment data:** Retained for 5 years after the termination of employment with KANDO Research;
- **Other personal data:** Retained in accordance with applicable legal requirements and business needs.

9. To whom do we provide your personal data?

We may share your personal data with the following categories of data recipients on different grounds, where appropriate and in accordance with laws and regulations:

- When required by law and regulation: tax, audit or other authorities;
- KANDO Research may exchange your (personal) data between the various employees within the organization, as far as this is necessary in view of the purpose of the data processing.
- Third parties such as (social media) service providers who perform functions on our behalf;
- Third parties such as outsourced IT providers with whom we have concluded a data processing agreement
- In case you participate in a clinical trial, with third parties mentioned in the Informed Consent Form that you signed, such as the sponsor or other vendors

10. Cross-border disclosure of personal data

Personal data that we collect from you may be processed outside the EEA. If we transfer your personal data to other jurisdictions that do not provide an adequate level of protection, we will only do so by taking appropriate safeguards recognized by the European Commission, such as the conclusion of standard contractual clauses.

11. Security

KANDO Research has taken appropriate technical and organizational measures to protect your personal data against loss or against any form of unlawful processing. If you have the impression that your data is not properly secured or there are indications that data may have been breached, please contact us via the email address listed at the end of this privacy statement.

12. What are your privacy rights?

You have, under certain conditions, the following rights with regard to your personal data:

- To have access to information about what personal data we process about you;
- To have your personal data erased;
- To have your personal data transferred to another organization;
- To have inaccurate personal data corrected;
- To restrict the processing of your personal data (i.e., data will be blocked from normal processing but not erased);
- To object to the processing of your personal data;
- To withdraw your consent, where the processing is based on your consent.

You can exercise your rights by informing us via the e-mail address stated below in section 12. Please note that the obligations of clinical trial legislation may impede the exercise of certain rights, for example, in order to maintain the integrity of clinical trial data.

In order to be able to handle your request, we may ask for additional information in order to verify your identity. You will normally receive a reply within 30 days. If the procedure takes longer, it can be extended once to 60 days. You will then receive a message within 30 days.

13. Complaints

If you have a question or complaint regarding the processing of your personal data, you can contact our Data Protection Officer. This can be done via the following email address: privacy@kandoresearch.com

Are you not satisfied with the handling of your complaint? Then you always have the right to lodge a complaint with your local Data Protection Authority.

14. Alterations

We reserve the right to make changes to this privacy statement. Therefore, please check the Privacy Statement regularly for the latest version.