



Digital Contacts via chat, our digital assistant or video call

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For a seamless experience, tailored to your needs, you can connect with Belfius through various digital channels. Our chat service and digital assistant are available through the Belfius app, Belfius Direct Net, and belfius.be. You can also schedule a video call with one of our employees.

With **Belfius Chat**, you can ask all your questions about our products and services to one of our employees at certain times. You will receive an immediate response.

In addition, you can access our digital assistant **24/7**:

- > **Bbot** automatically and quickly answers questions about common banking matters
- > With **myBo** you can easily report your damage online

You can also have a **video call** with a Belfius employee for advice. This call uses both video and audio, and you'll need to allow access to your device's camera and microphone.

To guarantee your privacy and security, we advise you never to share personal information via the digital assistant or chat, unless we explicitly ask for it. Your PIN, codes generated by your card reader, passwords or codes received via SMS will never be requested. They are strictly confidential.

Your conversations with the chatbot (Bbot and myBo) are conducted anonymously via a platform on which they are stored to improve the service. **When reporting damage via myBo**, your conversations and uploaded documents are stored within the scope of your claim. Your **video calls** are conducted via Microsoft Teams and are not recorded, unless a recording is legally required (e.g. for investment conversations). A recording of a video call contains only audio, no video.

To offer you our chat(bot) and video call functions, Belfius needs **access to certain technical data** from your device. In this context, we process the technical data of your device and your personal data to:

- > Provide you with the best advice and relevant product information
- > Offer you optimal technical assistance for the use of your Belfius app
- > Train and coach our employees
- > Provide evidence

The **following data** can be **recorded and stored** by Belfius:

- > The way you use the chat and video call function
- > Text messages you exchange with a Belfius employee or digital assistant
- > Verbal communication
- > Screens you share with a Belfius employee

To assist you efficiently via video call, chat or digital assistants, it may be that **information about your use** of the Belfius app, Belfius Direct Net and belfius.be is passed on to the **Belfius employee** (such as the subject of your question). That employee can view your previous chat(bot) sessions with Belfius at any time.

You can find all the details about the processing of your personal data and exercising your rights in our Privacy Charter via [Belfius.be/privacy](https://belfius.be/privacy).