

## Mobility Coach Privacy Statement

'Brussels Environment' (hereinafter 'We') is a legal public entity entered with the Crossroads Bank for Enterprises under registration number 0236.916.956.

1. We are responsible for processing your personal data in the context of our activities relating to the environment in the broadest sense.

Brussels Environment carries out the following environmental activities in the broadest sense:

- air quality;
- energy;
- soil;
- noise pollution;
- electromagnetic waves;
- waste management planning;
- production, construction and sustainable consumption;
- nature and biodiversity;
- animal welfare;
- managing the Sonian Forest, green spaces and natural areas;
- managing non-navigable waterways.
- the fight against climate change.

2. In the context of our activities, and in application of European Union regulations, namely Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data, on the free movement of such data (General Data Protection Regulation (hereinafter 'GDPR')), we undertake to ensure appropriate security and confidentiality of your personal data, and to respect your privacy.

3. We collect your personal data within the framework of the "Mobility Coach" service for individuals. This service was set up in 2020 to support people affected by the LEZ as their mobility changes. This service is also intended for applicants for the Bruxell'Air allowance to help them use their multimodal mobility budget. And finally, this service is available to any citizen who asks for help with mobility. In concrete terms, citizens can contact the Mobility Coach via various channels, at the citizen's discretion: WhatsApp, email exchanges, phone calls, individual coaching via video conference, group coaching on the ground (e.g. Mobility Visits) or in person (shopping centres, public events, etc.). In addition, on request, in the event of mobility issues, the Mobility Coach can exceptionally travel to the home of the citizen requesting support. It is in the context of this support and assistance that we collect information about you, such as your profile and mobility data.

3.1. We collect your personal data mainly when:

- You contact the Mobility Coach;
- You apply for a Bruxell'Air allowance;
- You fill in a satisfaction form.

3.2. The data is collected from you or from a third party authorised to communicate your data.

4. The categories of personal data we process are the following:

- Municipality of residence
- Gender
- Age (category)
- Income category / Bruxell'Air allowance amount as listed in the Bruxell'Air allowance amount table
- Profile of the household in relation to its mobility (e.g. (PRM, parent with a disabled household member, large family etc.)
- Whether you are an active motorist or not. If you are a motorist:
  - Whether you are affected by the LEZ and if so, when
  - Category of vehicle concerned, number of vehicles concerned. If concerned, what happened to the banned vehicle (resale, destruction, etc.)
  - Your choice of mobility services under the Bruxell'Air allowance
- Your satisfaction with the services of the Mobility Coach based on the satisfaction questionnaire provided by the Mobility Coach
- Contact data (e-mail address, telephone number) with your consent in order to contact you for an analysis of the Bruxell'Air allowance.

5. Your personal data is processed for the performance of a task carried out in the public interest or in the exercise of official authority vested in Brussels Environment, as the controller (Article 6(1)(e) of the GDPR).

5.1. On the basis of Article 6(1)(e) of the GDPR, we process your data in order to:

- Offer support to people affected by the LEZ (Decree of the Government of the Brussels-Capital Region of 25 January 2018 on the creation of a low-emission zone and its amending decrees) and to applicants for the Bruxell'Air allowance (Decree of the Government of the Brussels-Capital Region of 15 July 2021 on the conditions for granting the Bruxell'Air allowance in exchange for the deletion of a vehicle's number plate, (Art. 4, §4));
- Facilitate the collection of data to assess the quality of the support services offered.

5.2. More specifically, your personal data is processed for the following purposes:

- The provision of personalised mobility support.
- Evaluation of the quality and relevance of the Mobility Coach service and evaluation of the quality and functioning of the Bruxell'Air allowance as an accompanying measure for private individuals in the context of the LEZ and the modal shift.

## Mobility Coach Privacy Statement

'Brussels Environment' (hereinafter 'We') is a legal public entity entered with the Crossroads Bank for Enterprises under registration number 0236.916.956.

- To check which audiences are benefiting from these services and that this support is reaching the categories identified as most vulnerable in the 2020 Traject study: "Support for citizens and professionals affected by the low emission zone: inventory of offers, needs analysis and recommendations".
- To check the satisfaction of citizens with the Bruxell'Air allowance and the support of the Mobility Coach.

You can also contact the Data Protection Officer by e-mail ([privacy@environnement.brussels](mailto:privacy@environnement.brussels)) or by post (Brussels Environment, Privacy, avenue du Port 86C/3000, 1000 Brussels).

In accordance with Article 77 of the GDPR, you may also contact, or file a complaint with, the Data Protection Authority at the following address: 1000 Brussels, Rue de la Presse, 35 ([contact@apd-gba.be](mailto:contact@apd-gba.be)) or the supervisory authority in the country of your habitual residence.

**5.3.** The legal framework consists of the following texts:

- The Brussels Code on Air, Climate and Energy Management, (more specifically Articles 3.2.10, 3.2.11 and 3.2.27);
- The Decree of the Government of the Brussels-Capital Region of 25 January 2018 on the creation of a low emission zone and its amending decrees;
- The decree of the Government of the Brussels-Capital Region of 15 July 2021 on the conditions for granting the Bruxell'Air allowance;
- The Air, Climate and Energy Plan, in particular measure no. 27;
- The Regional Mobility Plan, in particular measures D3 and D4.

**6.** Your data relating to the personalised mobility coaching is kept for the duration of the contract relating to the "Mobility Coach" coaching service for individuals (2021B0312).

**7.** The data is intended for the purposes indicated above, to the extent permitted by law:

**7.1.** processed by our internal services, i.e. the Modal Shift service in the Sustainable Mobility department of Brussels Environment and the successful tenderer of the Mobility Coach public contract (Espaces-Mobilités and its subcontractors Good Planet and Traject).

**8.** If you would like more information on our data protection practices and your rights under the GDPR, please request our information document. This document is a detailed version of this Privacy Statement.

**9.** By sending a written, dated and signed request and by providing proof of your identity, you can obtain from us, free of charge, the written communication of your data, the correction or deletion of data that are inaccurate, incomplete or irrelevant. In certain circumstances, you may request that processing of your personal data be restricted and you have the right to object to further processing of your personal data.

To exercise your rights, you can contact us by e-mail [mobilitycoach@environnement.brussels](mailto:mobilitycoach@environnement.brussels) or by post (Brussels Environment, Mobility Coach, Avenue du Port 86C Box 3000 (Tour & Taxis site), 1000 Brussels).