

## EXTERNAL PRIVACY STATEMENT

### *Introduction*

This is the privacy statement from Explect B.V.. When performing our work activities, we process personal data. We attach great value to privacy and in this statement we therefore explain about the manner in which we deal with personal data within our organisation.

### *Personal data*

We receive your personal data because you use our services and/or because these are actively provided to us by yourself or a third party. These data are then processed by us in accordance with the applicable regulations and our privacy statement. All this for the purpose of providing you with better service.

The personal data we process include the following:

- = First name and family name
- = Gender
- = Date of birth
- = Address
- = Telephone number
- = E-mail address
- = IP address
- = Other personal data you actively provide
- = Information about your activities on our website
  
- = Bank account number

Besides this, we process special personal data, which include:

- = Citizen Service Number (CSN)

We only process your personal data with your consent and/or because this is necessary for the execution of an agreement with you and/or for compliance with a legal obligation and/or for the protection of vital interests and/or for the performance of a task in the general interest and/or to represent our legitimate interests.

We process your special personal data solely in so far as permitted by law.

We process your personal data, among other things:

- = for our records;
- = to inform you about our goods and services;
- = to inform you about our promotions, events, etc.;
- = to react to your questions, remarks, complaints, etc.;
- = to enable delivery of our goods and services to you.

If we request your personal data, you will not be obliged to provide us with them. However, if you do not provide us with the (full) data requested, this may negatively impact our service to you.

We keep your personal data only for as long as this is necessary for the objectives as referred to above. As soon as the objective is achieved, we aim to remove your data from our records within 3 months.

Your personal data are not only used by us internally, if necessary to achieve the aforementioned objectives we also share them with our suppliers and partners, with

whom we have concluded processing agreements. Unless we are legally obliged to do so, we will not share your personal data with third parties for reasons outside the aforementioned objectives. We do not have the right to sell your personal data on to third parties.

Your personal data are stored by us within the EU and may be shared by us with companies/institutions outside the EU.

We do not use automated decision-making and/or profiling. However, we will never base decisions that may have great implications for you on automated decision-making and/or profiling without human assessment.

### *Security*

We ensure that proper technical and organisational measures are in place to protect your personal data, in accordance with the state of the art. These measures include (1) not collecting any more data from you than actually required to achieve our objectives, (2) internally restricting access to your data to those who actually require such access and (3) externally ensuring proper physical and digital security of your data are in place.

### *External websites*

Where we refer to other websites, we point out to you that they may apply different rules regarding the processing of your personal data. You must verify the privacy policy of each website for yourself, we bear no responsibility in this regard.

### *Cookies*

We use cookies on our website (= a small piece of data that is sent to and subsequently stored on your computer. The information contained within can be sent back to our servers on a next visit). More information about our cookies is available in our cookie statement.

### *Your rights*

If you wish, you may request to review your personal data (or receive a copy of these), to rectify, supplement and/or wholly/partially delete or transfer to a third party (data portability). You may also ask us to limit or stop the processing of your data. If processing your data is based on your consent, you may revoke this consent. Except for in case of special circumstances, this will be free of charge. You may contact our privacy coordinator for all your requests. The privacy coordinator will handle your request and inform you about the decision.

### *Questions, remarks and complaints*

If you have any questions, remarks and/or complaints about this statement, our privacy policy or the aforementioned requests, you may contact our privacy coordinator. If you are dissatisfied with the manner in which your complaint is handled, you may turn to the Dutch Data Protection Authority.

### **Contact privacy coordinator**

Explect B.V.  
Attn privacy coordinator  
de Vriesstraat 28  
3261PC Oud-Beijerland  
The Netherlands  
privacy@explect.com

As soon as we receive a message from you, we will confirm this to you. We subsequently aim to send a reaction no later than within one month. In extraordinary situations, this may extend to 3 months.

This version was drawn up on 18 February 2019. We reserve the right to unilaterally amend our privacy policy and/or this privacy statement. You should therefore check our website regularly for any amendments.