

flexado

General conditions of Flexado B.V.
- versie 2021.v.1

Privacy policy Flexado B.V.

We are aware that you are putting your trust in us. Knowledge, skill, expertise and trust are important principles to Flexado. We see it as our responsibility to protect your privacy and inform you about this. On this page you can read what information we collect when you use the website and/or services of Flexado B.V. (hereinafter referred to as: "Flexado" or "we") and why we collect this information. We respect the privacy of all users of our website and of our services and we make sure that the personal information you share with us is treated confidentially. We act in accordance with the General Data Protection Regulation (AVG).

1. Who is Flexado and to whom does this privacy policy apply?

Flexado is a limited liability company, located and office-accommodated in Uden and registered in the Trade Register of the Chamber of Commerce under number 53180712. You can reach us by phone via +31 85 303 25 00 and by email via hello@flexado.com.

This privacy policy applies to:

- customers/relations of Flexado
- potential customers/relations that were contacted by Flexado or that Flexado intends to contact or has contacted
- visitors of the website of Flexado
- people who have received newsletters and emails from Flexado
- all other persons who contact Flexado or whose personal information is processed by Flexado (barring employees of Flexado).

2. What personal information is collected and processed by Flexado?

On our website (www.flexado.com) you can see what services and products we offer and you can choose a fitting service/product. Of course you can also choose a service at a later time, for example via email or at our office. If you apply for one of our services or products we ask you to provide the following (personal) information:

Your information:

- NAW information
- gender
- phone number
- email address

Your company information:

- legal form
- company name
- CoC number
- invoice address
- postal code and city
- email address
- if applicable: UBO declaration ("Ultimate Beneficial Owner" or "final interested party")
- IBAN and ascription

When you send emails or other messages to us, for example via a form on our website, we save those messages. Sometimes we ask you for personal information that is relevant in a particular situation. This makes it possible to process your questions and answer your requests. The information is stored on our own secured server and a third party server (the party that the work agreement is entered with).

We process personal information that you have provided to us, personal information generated during your visit to our website and while you were reading news articles and personal information that we got from other sources.

Personal information provided by you:

- contact information and other personal information that is necessary to execute the agreement.
- contact information and other personal information entered in contact forms or other web forms or via email.
- contact information provided during introduction consultations, events, courses, seminars etc. like information on call cards.

Personal information provided via or generated by our website, electronic news messages, emails or related technologies:

- IP number
- your surfing behavior on the website, like information about the first visit, next visit and current visit, the viewed pages and the way in which the website was navigated.
- whether you open a news message or email and on which parts of those you click.

Personal information provided by other sources:

- personal information available on public corporate social media platforms like Facebook and LinkedIn.
- personal information from the Trade Register of the Chamber of Commerce and from the Cadaster.
- personal information available on corporate websites.

Our website contains hyperlinks to websites of other parties and social media buttons. We are not responsible for the content of these websites or the services of the social media platforms in question. We are also not responsible for the privacy policy and the use of cookies on those websites and social media platforms. Automatically generated information:

In order to let the website function ideally, automatically generated information about your use of the website is collected and processed. Among other things, optimizing the service consists of technical adjustments, for example to show pages properly and secure the website. The information that is collected consists of the type device (like computer, mobile phone, tablet) that you use, your IP address (number of your device which makes it possible to recognize your device), the type of browser, the operating system you use, the pages you visit on the website and the items you look at.

3. For what goals and based on which legal grounds is the collected information used?

Your information will be used for the following goals and based on the following legal grounds:

- The use is necessary to execute an agreement in which you are one of the parties.
- Complying with legal obligations.

Processing the information is necessary for the representation of the justified interests of Flexado.

To send you information about our own products and services (marketing purposes); to respond to questions and/or complaints you have and to secure, adjust and improve the website. You have given permission for the use or processing of the information. This is necessary to comply with a legal obligation that Flexado has, such as:

Providing information about you to third parties if you have given permission for this or based on laws and/or regulations.

We want to keep you up to date on the development of our products and services. If, for example, there is an expansion of the possibilities regarding the services and/or products, we can let you know. We can also keep you up to date on news messages. If you no longer want to receive emails from Flexado, you can make this clear by sending an email to hello@flexado.com. You can also unsubscribe from the emails we send at all times, via a link for unsubscrition.

Use by third parties:

If you give us personal information in connection with our services, this personal information will not be shared with third parties, except and insofar as this is expressed by the privacy policy. We can share your information with third parties, insofar as you have expressly given permission to this in relation to a certain third party and this is necessary within the context of your use of our services/products and/or insofar as this information cannot be traced to you personally (such as automatically generated information).

This way, we can call upon third parties and outsource work. These third parties will only process your personal information upon request and for the benefit of (the goals of) Flexado. In some incidental cases, the information can be shared internally, when it has positive consequences for the service to the customer. The employees from Flexado are obliged to respect the confidentiality of your information.

Finally, we can share your information with third parties if Flexado is obliged to do this based on law and/or regulations.

Hyperlinks from third parties:

The website can contain hyperlinks that will take you away from the environment of Flexado and to the website of another party. Flexado does not have control over services and/or websites of third parties that they link to. It could be that another privacy

statement applies to these services and/or websites of third parties. This privacy policy only applies to the (personal) information processed by Flexado. Flexado accepts no responsibility or accountability whatsoever for (the processing and/or contents of) services and/or websites of third parties.

4. How long does Flexado save personal information?

Your personal information is saved with care and no longer than is necessary for the goal it was provided for. Unless Flexado is legally obliged to store your information for longer, Flexado operates according to the legal storage terms.

5. Where is your personal information stored?

Your information is stored on own secured servers and on secured servers of a third party. Flexado uses servers from Flexwebhosting B.V.

For the processing of your personal information we can be assisted by providers ("processors") who only process personal information upon our request. With these processors, we enter into a processor agreement, which complies with the requirements of the General Data Protection Regulation (AVG). For example, we work with providers who provide software and/or hosting services. Furthermore, there are ICT providers who give us support in keeping our systems safe and stable. We also use services of third parties to send newsletters and commercial emails. These are examples of parties that can be designated as providers as meant in the General Data Protection Regulation (AVG).

6. In what way is your personal information protected?

We have taken fitting technical and organizational measures to secure your personal information against loss or any form of wrongful processing. Our website has sufficient protection (like https) and we use a professional system from Zoho CRM, with personal passwords that are changed regularly. If applicable, paper files are stored in a locked cabinet, which can only be opened by the employee in charge. For more information about how our security is specifically structured, you can get in touch via hello@flexado.com.

7. Cookies

Via this website (www.flexado.com) Flexado can use cookies. This will save information to the hard drive of your device in the form of a text file. Cookies are used to make the website as user-friendly as possible, or to get information about the quality and effectiveness of the website.

Flexado uses Google Analytics to process cookies. For this, Flexado has entered into a processing agreement with Google and the information is processed anonymously. Furthermore, 'sharing information' is disabled, and no other Google-services are used aside from Google Analytics-cookies.

8. Perusal, improvement and transferability of your information

If you want to see the information about you that has been recorded with us, you can make a request for insight. This request can be sent to hello@flexado.com. Flexado will respond to your request for insight within four (4) weeks. If you want to make changes in the information you have seen through you request for insight, you can make a request for this via the aforementioned email address. You can ask Flexado to change, improve, supplement, remove or shield your information. Flexado will respond to your request within four (4) weeks. If Flexado declines your request, they will explain why the request for editing the information is denied.

You also have the right to receive the personal information provided by you in a customary, structured and readable form, and have it transferred in this form. This request can be sent to hello@flexado.com.

9. Can this privacy policy be edited?

This privacy policy can be edited. Developments move fast, and that is why things can also change in the personal information we request from you and the way in which we use your personal information. The changes are announced on our website with the date of the most recent changes. That is why we advise you to view this privacy statement regularly.

10. What to do if you have a complaint?

If you have a complaint about the use of your personal information, you can contact us. We will strive to find a common solution. If we still cannot figure it out together, you can take your complaint to the national court or the Personal Data Authority.

11. Questions and feedback

If you have questions about this privacy policy, you can contact us via +31 85 303 25 00, hello@flexado.com or send a letter to Flexado B.V., Liessentstraat 9a. 5405AH Uden.