

We (Interconnect Services B.V.) value the privacy of our visitors and customers. Therefore we adhere to the General Data Protection Regulation (GDPR). This means that your personal data is safe with us and that we handle it with care. If you have any questions or would like to submit a request, please contact Interconnect via the contact details at the end of this privacy statement.

*Effective date: 1 December 2021*

This privacy statement applies to all Interconnect websites and services.

In order to guarantee that this privacy statement continues to comply with all legal provisions, we may make changes. It is therefore important that you regularly check whether there are any updates to the privacy and cookie statement. Always pay attention to the date in the footnote. We strive to announce these changes separately.

## **WHAT PERSONAL DATA DO WE PROCESS FROM YOU?**

Personal data is defined as follows: all information relating to an identified or identifiable person. By using our services or visiting our websites, we obtain various types of personal data from you. We process this data for a properly functioning website, in regard to our services and activities. We process the following categories of data from you:

- Name details: first and last names, name by which you are known, signature
- Contact details: gender (salutation), name and address details, email address, telephone number, company name
- Visitor data: date and time of visit, biometric data, identity document number, camera images
- Payment details: details of your bank or credit card company
- Interaction data: responses you submit via our online forms.
- Application data: CV (plus any diplomas and/or certificates obtained), Certificate of Good Conduct, publicly accessible information.
- Content and advertising data: recording responses/actions to our online advertisements, content and personal preferences (for example, downloading content).
- Cookie preferences: necessary cookies, preference cookies, statistical cookies, marketing cookies, unclassified cookies (see cookie statement for more information)
- Consents: your given consent with the date
- Website/portal data: IP address, browser data and settings, date and time of connections, portal settings, statistical data, passwords, user name and login data.

## WHEN DO WE PROCESS YOUR PERSONAL DATA?

We only process your data if there is a legal basis for this and only for the purposes for which this data was collected. We do not use automated decision-making and profiling. In some cases, your consent is required for processing. You can always withdraw this consent, for which you can contact us.

The figure below provides an overview of all situations in which we process personal data.

### Entering into an agreement and providing a service

We process your name, contact and payment details when entering into an agreement and when providing our services.	<p>This processing takes place on the basis of the performance of an agreement, the purpose of which is:</p> <ul style="list-style-type: none"> <li>▪ Provide access to our portals</li> <li>▪ Provide our services</li> <li>▪ Send invoices and process your payment</li> </ul>
--	--

### Security of our locations and data centres

We process your name and visitor data during your visits to our office buildings and data centres.	<p>Processing takes place on the basis of the performance of an agreement and a legitimate interest, the purpose of which is:</p> <ul style="list-style-type: none"> <li>▪ Secure our location and data centres</li> <li>▪ Ensure security in our locations and data centres</li> </ul>
--	---

### Responding to contact requests

We process your name, contact and interaction data when we respond to your contact request.	<p>Processing takes place on the basis of a legitimate interest, the purpose of which is:</p> <ul style="list-style-type: none"> <li>▪ Contact you</li> <li>▪ Respond to a question</li> <li>▪ Handle a complaint</li> </ul>
---	--

### Improving our websites and services

We process website, portal, contact, cookie and interaction data to improve our services and websites.	<p>Processing takes place on the basis of a legitimate interest, the purpose of which is:</p> <ul style="list-style-type: none"> <li>▪ Improve the functionality of our websites and online portals</li> <li>▪ Promote the effectiveness and quality of our website.</li> </ul>
--	---

### Handling responses to our job openings

<p>We process your name, contact and application data in order to enter into a possible employment relationship with you.</p> <p>If you give permission for this, we will retain your data for a maximum of one year after the end of the application procedure, so that we can still contact you if we have a position available for which we think you are suitable.</p>	<p>Processing takes place on the basis of a legitimate interest, the purpose of which is:</p> <ul style="list-style-type: none"> <li>▪ Contact you</li> <li>▪ Selection based on the data provided</li> <li>▪ Entering into an employment agreement</li> </ul> <p>Processing takes place on the basis of your consent, the purpose of which is:</p> <ul style="list-style-type: none"> <li>▪ Re-approach you for open positions</li> </ul>
--	--

## Providing content

We process your name, contact details and cookie preferences so that we can offer you online content.

Processing takes place on the basis of your consent, the purpose of which is:

- Send newsletters and white papers
- Send online content
- Tailor online content to your interests
- Make offers for services

## Optimising service provision

We process your name, contact and interaction data to optimise our services. In this way we can continuously improve our services and provide you with excellent customer service.

Processing takes place on the basis of your consent, the purpose of which is:

- Send surveys
- Contact you in the context of your customer experience

## Compliance with legal obligations

We process your personal data to comply with legal and regulatory obligations. In addition, we may provide your data to third parties in this context, for more information see *'To which third parties do we provide your data?'*

Processing takes place on the basis of compliance with laws and regulations, the purpose of which is:

- Comply with legal and regulatory obligations (for example, obligations from CIOT or providing data to the police in the event of a suspected crime)

## HOW DO WE SECURE YOUR DATA?

We take the protection of your personal data seriously. We take appropriate organisational and technical measures to ensure the security of the data. For example, we ensure that only authorised persons have access to the data and we have set up an internal and external program to test the effectiveness of our security measures. We also have the following certifications with regard to the security of data:

- ISO 27001
- NEN7510
- PCI-DSS Level 1 Compliance
- ISAE3000 Type 2 SOC 2

## HOW LONG DO WE KEEP DATA?

We retain your personal data no longer than required for the purpose for which it was collected. This means that data is destroyed or removed from our systems when it is no longer needed.

In concrete terms, this means that we store data:

- for at least the duration for which the data is used to provide you with a service;
- as required by law, an agreement or our statutory obligations, some examples of which are:
  - Application data: 4 weeks after the job opening has closed (or if you give permission for this, up to 1 year after receipt)
  - Contracts: 10 years after termination
  - Biometric data for data centre access: 6 months after the last visit
  - Camera images: 4 weeks after recording.

## TO WHICH THIRD PARTIES DO WE PROVIDE YOUR DATA?

As a rule, we will never sell or pass on data to third parties. We share data with third parties only in the following situations if:

- it is necessary to achieve the purpose for which you share the data with us
- it is necessary for the performance of the agreement
- you have given us permission for this
- we are legally obliged to do so

The third parties we have engaged to process data may only do so on our written (sub)order. This applies primarily to marketing purposes, analyses and the delivery of our services. We require all parties to process data according to our instructions and in accordance with this statement, in a confidential and secure manner. The following third parties process your personal data on our behalf:

- Cookie suppliers (see cookie table in the cookie statement)
- IT service providers
- Telecom suppliers
- Suppliers of the administration and marketing tools;
- Consultants and advisors engaged by us

## IN WHICH COUNTRIES DO WE STORE YOUR DATA?

Your data is primarily stored in the Netherlands. In order to provide our services, we may provide your personal data to third parties established outside the Netherlands, for example when applying for a domain name in a country outside the EEA. For parties established outside the European Economic Area (EEA), we (and our suppliers) use a model agreement from the European Commission or make agreements about processing personal data.

## WHAT ARE YOUR PRIVACY RIGHTS?

Protection of privacy is a fundamental right. You have the following rights with regard to the processing of personal data:

- **Right of access:** You have the right to view the personal data that we process about you. If you exercise this right, we provide you with a copy of the data.
- **Right to rectification:** You have the right to correct or supplement the personal data we process about you if it is incorrect or incomplete.
- **Right to be forgotten:** You have the right to have the personal data that we process about you deleted. Please note that deleting data may affect the services that we provide to you.
- **Right to object:** You have the right to object to the processing of your personal data.
- **Right to data portability:** You have the right to request a copy of the collected data and to transfer it to a third party.

- **Right to restriction of processing:** In some cases, you have the right to submit requests to (temporarily) restrict the processing of your personal data. If possible, we will process less of your data. Please note that restricting data processing may affect the services we provide to you.
- **Right to withdraw your consent:** You have the right to withdraw your given consent(s) at any time. Withdrawing your consent will affect the services we can provide to you.

When submitting a request, we will ask you to identify yourself. We do this to ensure that you are the correct person to whom the personal data belongs. If you have a question about your rights or wish to submit a request, you can contact us using the contact details at the bottom of this privacy statement.

## DO YOU HAVE A COMPLAINT?

You can file a complaint with us if you are not satisfied. This can be done via the contact details at the bottom of this privacy statement. We will handle this complaint internally and contact you as soon as possible.

You have the right to file a complaint with the Dutch Data Protection Authority if you believe that we are not helping you sufficiently or are acting in violation of the General Data Protection Regulation (GDPR). You can file this complaint with the Dutch Data Protection Authority via the website: <https://www.autoriteitpersoonsgegevens.nl/>.

## CONTACT DATA

You can contact us to update your preferences, change your personal data, make a request or ask questions about the processing of your data. Do you have any questions about your consent? Always state the ID and date of the consent.

You can contact us via:

Interconnect Services B.V.  
Het Sterrenbeeld 55  
5215 MK 's-Hertogenbosch  
The Netherlands  
[riskcompliance@interconnect.nl](mailto:riskcompliance@interconnect.nl)  
T. +31(0)73 - 8800 000