



## PRIVACY STATEMENT FOR GENERAL USE

**Thank you for your interest in Den Hartogh. Protecting your personal data is of utmost importance to us at every stage of our collaboration. We would therefore like to explain what information we collect, how it is used, and how your privacy is protected.**

Please read this Privacy Statement carefully. If you have any questions, please do not hesitate to contact us by email at [gopr@denhartogh.com](mailto:gopr@denhartogh.com). Our contact details can be found in the final section, 'How to contact Den Hartogh', of this document.

This statement applies to all Den Hartogh Group companies, except for our Careers website available at [careers.denhartogh.com](https://careers.denhartogh.com), where the 'Privacy Statement for Job Applicants' applies. You can find more information about the Den Hartogh Group at [denhartogh.com/about\\_den\\_hartogh](https://denhartogh.com/about_den_hartogh).

### **Who is collecting your data?**

Any personal data provided to or collected by Den Hartogh is controlled by Den Hartogh Holding B.V., Sluisjesdijk 175, 3087 AG Rotterdam, The Netherlands. This entity is the parent company of the Den Hartogh Group (collectively referred to as the data controllers).

This Privacy Statement applies to personal data collected by Den Hartogh in connection with the services we offer.

### **What data do we collect?**

Personal data means any information that can be used to identify an individual, directly or indirectly.

To provide you with the best possible service, we may collect the following data:

- Your name and contact details
- Your gender and date of birth
- Details of your role within your company
- Device information, cookies, and analytics data

### **How do we collect your data?**

We prefer to collect data directly from you (via our website, contact forms, or enquiries made by telephone, email, or in person). In some cases, we may collect or supplement data from other sources, such as social media polls, event registrations, and similar channels.

### **How and why do we use your personal data?**

Under data protection law, we may only use your personal data if we have a valid legal basis for doing so. For example, to process and respond to your requests, deliver services, or comply with legal obligations.

We use your personal data for:

- Generating product quotations, to provide current pricing for our products and services
- Generating and processing invoices for delivered products and services
- Quality control procedures
- Internal audits
- External audits (e.g. by regulators), to maintain accreditations and demonstrate that we operate to high standards
- Marketing purposes, including promoting our business to existing, new, and former clients
- Analytics, to assess the effectiveness of our channels and deliver targeted advertising

### **Digital and promotional communications (including newsletters)**

We may use your personal data to send you updates (by email, text message, telephone, or post) about our products, services, and status updates. We have a legitimate interest in processing your data for promotional purposes (see above). This means we do not always require your consent to send marketing communications. However, where consent is required, we will request it clearly and separately.

We will always treat your personal data with the utmost care and will never sell it or share it with organisations outside the Den Hartogh Group unless required by law.



You may opt out of receiving promotional communications at any time by emailing [gdpr@denhartogh.com](mailto:gdpr@denhartogh.com) or using the unsubscribe link provided in our communications.

#### **Who do we share your personal data with?**

As a global business, Den Hartogh may share your personal data internationally (both within and outside the EU), internally and with selected third parties. These include service providers such as banks, accountants, and legal advisers, as well as agents, external auditors, and regulators.

#### **Where is your personal data held?**

Your data may be stored at our offices and those of our group companies, representatives, and agents (see above). Some of these offices are located outside the European Economic Area (EEA).

For more information on how we safeguard your data when it is transferred internationally, please refer to 'Transferring your personal data out of the EEA'. Data is stored using secure private cloud technology.

#### **How do we protect your personal data?**

Den Hartogh takes the security of your personal data very seriously. We implement appropriate measures to protect it from misuse, interference, loss, unauthorised access, modification, or disclosure.

Access is limited to employees and authorised third parties, all of whom are subject to strict confidentiality obligations. Personal data is processed only in an authorised manner.

We have procedures in place to deal with suspected data breaches and will notify you and/or the relevant regulator where legally required.

#### **How long will your personal data be kept?**

We will retain your personal data after we have completed our services for the following reasons:

- To respond to questions, complaints, or claims
- To demonstrate that we treated you fairly
- To comply with legal record-keeping obligations (e.g. financial records)

We will not retain your data for longer than necessary for the purposes outlined in this policy.

#### **Transferring your personal data out of the EEA**

To provide services, we may need to transfer your personal data outside the European Economic Area (EEA), for example:

- To service providers located outside the EEA
- If you are located outside the EEA

These transfers are subject to strict legal safeguards under European and national data protection laws. While non-EEA countries may not have equivalent protections, we ensure that all transfers comply with applicable legal requirements.

#### **Cookies**

For more information about how we use cookies to personalise content, provide social media features, and analyse traffic, please refer to our separate Cookie Declaration available at <https://www.denhartogh.com/>.

#### **What rights do you have?**

You have the following rights:

- The right to be informed
- The right of access and rectification
- The right to data portability
- The right to erasure ('right to be forgotten')
- The right to restrict processing
- The right to object
- The right to lodge a complaint with a supervisory authority
- The right to withdraw consent

You may exercise these rights at any time.

**How to contact Den Hartogh**

If you have any questions or concerns about this Privacy Statement or our data processing practices, or if you wish to make a complaint, please contact us via [gdpr@denhartogh.com](mailto:gdpr@denhartogh.com).

When contacting us, please clearly state your request, the reasons for it, and the outcome you would like to achieve. This will help us respond more effectively.

We will respond within 30 calendar days. If your request is complex, we may extend this period by up to an additional 60 days, and we will keep you informed of the progress.

