



Privacy Statement

We are delighted with your interest in Den Hartogh. Protection of your personal data is especially important to us in every phase of our collaboration. We would therefore like to explain to you what information we collect, how this information is used and how your privacy is protected.

Please read this Privacy Statement carefully. If you have questions, please do not hesitate to contact us by sending an email to gdpr@denhartogh.com.

This statement is applicable for all Den Hartogh Group companies. You can find more information about the Den Hartogh Group at https://www.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 BV, Willingestraat 6, 3087 AN Rotterdam, The Netherlands, which is the joint parent company of the Den Hartogh Group (all Den Hartogh Group companies, together the data controllers).

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

Any personal data provided to or collected by Den Hartogh is controlled by Den Hartogh Holding BV, Willingestraat 6, 3087 AN Rotterdam in The Netherlands. This is the joint parent company of the Den Hartogh Group's companies (together or individual).

What data do we collect?

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

In order to provide you with the best possible service, the data we collect possibly consists of no more than:

- Your name and contact details.
- Your gender and birthday.
- Details of your position in your company.
- Device details, website cookies & website analytics data.

How do we collect your data?

We prefer to collect the data directly from you (via our website, contact forms and/or enquiries made either by phone, e-mail or in person). In some cases, we will collect or enrich the data indirectly from other sources.

How and why do we use your personal data?

Under data protection law, we can only use your personal data if we have legitimate reason for doing so. For example: in order to create, process and reply to any requests from yourself, to enable the delivery of services or to fulfill legal requirements.

We use your personal data for:

- Generating product quotations: in order to provide you with current pricing for our products & services.



- Generating and processing invoices: in order to create and deliver invoices for delivered products & services.
- Quality control: for (internal) quality control procedures.
- Internal audit: for the use of internal audits.
- External audits e.g. our regulators: for legitimate interests or those of a third party, i.e. to maintain accreditations so we can demonstrate that we operate at the highest standards.
- Marketing: for use in promoting our business to existing, new and former clients
- Website analytics: to see how effective our website is and to provide targeted advertising.

Digital & Promotional Communications including newsletters.

We may use your personal data to send updates (by email, text message, telephone or post) about products, services & status updates. We have a legitimate interest in processing your personal data for promotional purposes (see 'How and why do we use your personal data'). This means we do not usually need your consent to send you promotional communications including newsletters. However, where consent is needed, we will ask for this consent separately and clearly. We will always treat your personal data with the utmost respect and never sell or share it with other organizations outside of the Den Hartogh group of companies unless required by law. You have the right to opt-out of receiving promotional communications at any time by contacting us by email at gdpr@denhartogh.com.

Who do we share your personal data with?

As a global business, Den Hartogh shares your personal data internationally (in- and outside the EU), both internally and with specific 3rd parties. For example, we share your personal data with 3rd party service providers such as our banks, accountants and legal advisors, as well as other 3rd parties such as agents, external auditors and regulators.

Where is your personal data held?

Information may be held at our offices and those of our groups' companies, representatives and agents (see 'who we share your personal data with'). Some of our offices are located outside of the European Economic Area. For more information, including on how we safeguard your personal data when data is shared with our overseas office please see 'Transferring your personal data out of the EEA'. The data is stored using private cloud technology.

How do we protect your personal data?

Den Hartogh takes the security of your personal data very seriously. We take great effort to protect your personal data from misuse, interference, loss, unauthorized access, modification or disclosure.

Access to your personal data is only permitted amongst our employees and specific 3rd parties and subject to strict confidentiality obligations. The processing of your information will be done only in an authorized manner.

We have procedures in place to deal with a (suspected) data security breach. We will notify you and/or the regulator of any data breach where we are legally required to so.

How long will your personal data be kept?

We will keep your personal data after we have finished advising or supplying any services or products. We will do so for any of these reasons:



- To respond to any questions, complaints or claims made by you or on your behalf.
- To show that we treated you fairly.
- To keep records required by law (e.g. financial records, transactions).

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

Transferring your personal data out of the EEA.

To deliver services to you, it is sometimes necessary for us to share your personal data outside the European Economic Area (EEA) e.g.:

- With your and our service providers located outside the EEA.
- In case you are based outside the EEA yourself.

These transfers are subject to special rules under the European and National data protection laws.

Non-EEA-countries do not have the same data protection laws. We will, however, ensure that transfers comply with both the European and National data protection law.

Cookies.

We use cookies to optimize our internet pages and to determine page requests. These cookies are valid only for the respective session. They do not contain any data about you personally and are automatically deleted from your web browser at the end of your Internet session.

Cookies with longer durations are required for certain offers and services. For example, these cookies are used to enable contents corresponding to your interests to be displayed to you. Basically, these cookies do not contain any information about you personally. These cookies are automatically deleted from your web browser at the end of their lifetime.

Cookies can contain personal data only if you made corresponding statements yourself on the relevant page. You will receive information about the purpose of the cookies used in each case if you want to use the corresponding offers and services.

Google Analytics.

This website uses Google Analytics, a web analysis service of Google Inc. ("Google"). Google Analytics uses what are called "cookies", i.e. text files that are stored on the user's computer and enable an analysis of his/her use of the website. As a rule, the information generated by cookies about the use of this web site by users is transmitted to a Google server in the USA, where it is stored. However, due to the activation of IP anonymizing on this website, Google truncates your IP address beforehand within member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and truncated there. Data processing is based on the EU-U.S. Privacy Shield Agreement.

Web tracking creates a profile about your usage behavior. That means all your interactions with web pages are recorded, stored under a pseudonym and can be evaluated even beyond the current session. We do not connect this information with your name, however, nor will we identify you in any other way.

On behalf of the operator of this web site, Google will use this information to compile reports about the web site activities and provide the web site operator with other services associated with the use of the web site and of the internet.



Our legitimate interest in the data processing also lies in these purposes. The data sent by us and linked to cookies, user codes (e.g. User ID) or advertising IDs are automatically deleted after 14 months. The deletion of data whose retention period has been reached takes place automatically once a month.

You can prevent recording by Google Analytics by deactivating Google Analytics. This will set an opt-out cookie that will prevent your data being collected in the future when you visit this web site.

What rights do you have?

As an affected person, you are entitled to the following rights.

- The right to be informed.
- The right to access and rectification.
- The right to data portability.
- The 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 can exercise these rights at any point.

How do you contact Den Hartogh?

If you have any questions or concerns about Den Hartogh's Privacy Notice or data processing or if you would like to make a complaint about a possible breach of local privacy laws, please do so by sending an e-mail to gdpr@denhartogh.com.

We will respond and/or handle your request within 30 calendar days. If more time is required due to the complex nature of your request, we will inform you of the status and can extend this resolution time with a maximum of 60 calendar days (additional).