

# Privacy Statement Online Services of eValue8 B.V.

25 May 2023

eValue8 BV values the privacy of its customers and observes due care in processing and protecting personal data. During the processing we conform to the requirements of the General Data Protection Regulation (GDPR), the European law and legislation in respect to privacy. This means we:

- **clearly specify our purposes** before we process personal data, by using this Privacy Statement;
- **limit our collection of personal data** to only the personal data needed for legitimate purposes;
- first **ask for explicit permission** to process your personal data in cases where your permission is required;
- take **appropriate security measures** to protect your personal data and we demand the same from parties who process personal data on our behalf;
- **respect your right** to inspect, correct or delete your personal data held by us.

eValue8 B.V. is the party responsible for all data processing. In this privacy statement, we will explain which personal data we collect and use in our online services (websites, webshops, management environments, and apps) and for which purposes. We recommend that you read it carefully.

## Contact Form

You can use our contact form to ask questions or make any request.

For this purpose, we use your name and address details, gender, phone number, email address and ip address. We do this on the basis of your consent. We store this information until we are sure that you are satisfied with our response, and one year after. This way we can help you better with follow-up questions. We can also train our customer service to be even better.

## Registration

Certain features of our online services require you to register beforehand. You will have to provide some information about yourself and choose a username and password for the account that we will set up for you.

For this purpose, we use your name and address details, email address and ip address. We do this on the basis of your consent. We store this information for three months after you closed your account.

We will retain this data so that you do not have to re-enter it every time you visit our website, and in order to contact you in connection with the utilization of the online service. You can change your account information whenever you want.

## Access management environment

With your account, you can access a management environment (CMS) where you can set, specify and change settings for the online service. We log what you do in this environment and when, as proof who made changes.

For this purpose, we use your email address and ip address. We do this on the basis of your consent. We store this information until 3 months after our services to you have ended.

### **Location data**

If necessary, we may collect your location data (GPS) for certain features of our online services. If that is the case, you will be asked to grant consent beforehand.

This location data and other data can also be stored and processed by the provider of the navigation/mapping software, such as Google Maps, but the data could also be used by, for example, Google or Apple itself. We have no control over their actions. We recommend that you read the applicable privacy statement of the provider in question.

### **Subscription**

For some of our Online Services you can take out a paid subscription, where we collect your personal data to process your payment.

For this purpose, we use your name and address details, gender, phone number, email address, invoice address, payment details and vat number. We need this data because of our agreement with you. We store this information for one year after you cancelled your subscription and seven years thereafter (the legal retention period).

### **Buy credits**

For some of our Online Services you can buy credits to use certain functionalities. Credits must be purchased in advance. We use your personal data to process the purchase and to register the credits.

For this purpose, we use your name and address details, email address, gender, phone number, invoice address, payment details and vat number. We need this data because of our agreement with you. We store this information for one year after your order has been completed and seven years thereafter (the legal retention period).

### **Handling your order**

We will use your personal data when handling your order. We may share your data with the delivery service to have your order delivered. We may also obtain information on your payment from your bank or credit card company.

For this purpose, we use your name and address details, gender, phone number, email address, invoice address, payment details and vat number. We need this data to be able to handle your order properly. We store this information until your order has been completed and seven years thereafter (the legal retention period).

### *Providing to Third Parties*

We collaborate with other organisations, that may receive your personal data.

To handle your orders, we work together with:

- Our payment provider
- Suppliers (in case of dropshipment)
- Installation partners (if applicable)

If we share your information with these parties, we require them to meet all European laws and regulations in respect to privacy.

## Newsletter

We have a newsletter to inform those interested of our products and/or services. Each newsletter contains a link with which to unsubscribe from our newsletter. You can also use your account to do this.

Your name and e-mail address is added to the list of subscribers, only with your permission. We store this information for one month after you cancelled your subscription.

## Promotion

Other than the advertisements on the website, we can inform you about new products or services:

- by e-mail
- by phone
- by social media

You can object at all times against this promotional communication. Every e-mail contains a cancellation link. You can also inform us through your account/management environment. On social media you can unfollow us.

## Publication

We never publish personal information without your consent.

In some cases we may want to publish your reference or project case on our website. For this purpose, we use your name and company details. We do this on the basis of your consent.

## Cookies

Our online service makes use of cookies. A cookie is a small file that is sent along with pages of a website and then stored by your browser. We can use these cookies to e.g. combine various requests of pages of the website, analyse user behavior, count (returning) customers and for statistics. Cookies make it also possible for our website to remember your requests and to finish your orders.

These cookies process information about your computer or device, like the type of browser or your browser settings and your IP-address. We make use of analytic cookies, security cookies, functional cookies and social media cookies. We use this information for the statistical analysis of visits and clicking behaviour on our website.

The first time you visit our online service, we will show you a notification explaining our cookies and ask for your permission for the use of these cookies.

You can disable the use of cookies through your browser setting, but some parts of our website or online service may not work properly as a result of that.

We made arrangements with other parties who place cookies through our website. Nevertheless, we cannot fully control what they are doing with their cookies, so please read their privacy statements as well.

## Google Analytics

We use Google Analytics to track visitors on our website and to get reports about how visitors use the website. We use this information to optimize our online services for visitors and users. We accepted the data processing agreement from Google. We don't allow Google to use information obtained by Analytics for other Google services and we make Google anonymize the IP-addresses.

## Social Media

Our website features social media buttons. These buttons are used by the providers of these services to collect your personal data. This privacy statement is not applicable to third-party websites connected to this website through links or buttons. We cannot guarantee that these third parties will

handle your personal data in a secure and careful manner. We recommend you read these websites' privacy statements before making use of these websites.

### **Providing Data to Third Parties**

Except for the parties mentioned above, we do not under any circumstance provide your personal data to other companies or organisations, unless we are required so by law (for example, when the police demands access to personal data in case of a suspected crime).

### **Security**

We take security measures to reduce misuse of and unauthorised access to personal data. We take the following measures in particular:

- Access to personal data requires at least the use of a user name and password
- Access to personal data requires the use of a user name and login token where possible (2FA)
- We take physical measures to protect access to the systems in which the personal data is stored
- We take technical measures to protect data by using anti-malware and encryption and by monitoring systems and servers.
- We make use of secure connections (Secure Sockets Layer of SSL) to encrypt all information between you and our website when entering your personal data
- We keep logs of all requests for personal data
- Our servers are located in ISO 27001 certified datacenters in Europe.

### **Inspection and modification of your Data**

You can always contact us if you have any questions regarding our privacy policy or wish to review, modify or delete your personal data.

You have the following rights:

- Being informed on which personal data we have and what we are using it for;
- Inspection of the personal data that we keep from you;
- Having incorrect data corrected;
- Request to delete outdated personal data;
- Revoke your consent;
- Object to certain uses.

Please note that you always make clear who you are, so that we can assure that we do not modify or remove the data from the wrong person.

### **Changes to this Privacy Statement**

We reserve the right to modify this statement. We recommend that you consult this statement on a regular basis, so that you remain informed of any changes.

### **Complaints**

If you think that we are not helping you in the right way, you have the right to lodge a complaint at the authority. For The Netherlands, this is the Autoriteit Persoonsgegevens.

### **Report incident or data breach**

If you have (a suspicion of) a data breach, you can report this immediately via [incident@evaluate8.nl](mailto:incident@evaluate8.nl) or via the contact form on our websites

**Contact details**

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