

## Privacy statement iSOC24 B.V.

Version: 1.1

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iSOC24 B.V. is responsible for the processing of personal data as shown in this privacy statement.

Contact information:

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We are committed to protecting and respecting your privacy. We therefore strive to comply with all applicable laws in the area of privacy protection and security of personal data. We ensure that the personal data you provide to us is treated confidentially and will only process your personal data in accordance with the applicable privacy legislation.

That means, among other things, that:

- we clearly state the purposes for which we process your personal data. We do this through this privacy statement;
- we limit our collection of personal data to only the personal data necessary for legitimate purposes;
- we first ask you for explicit permission to process your personal data in cases where your consent is required;
- we take appropriate security measures to protect your personal data and subsequently also require this from the parties that process your personal data on our behalf;
- we respect your rights to request your personal data in order to inspect, correct, move, limit the process or delete the data.

iSOC24 is responsible for data processing. In this privacy statement we explain which personal data we collect and use and for what purpose we do this. We advise you to read this statement carefully.

### Use of personal data

We only keep and use the personal data that you provide us with in the context of:

- the ability to handle orders, invoices and payments; (Cat A)
- the ability to deliver goods and services (both physically as electronically); (Cat A)
- our goal to inform you about changes in our services and products; (Cat A)
- being able to comply with legal obligations, such as data for our tax return; (Cat A)
- being able to send our newsletter and invitations for our (online) events; (Cat B1)
- if necessary, the contact with you to bring our portfolio under your attention. (Cat B2)

The first 4 bullet points belong to category A, being the customer relationship. The last 2 bullet points belong to Category B prospect relation, consisting of Category B1 mailing list newsletter and / or (online) events and Category B2 once per quarter to contact you to bring our portfolio under your attention.

The personal data may have been obtained by telephone contact with you or from contact that we have had with you at an exhibition or event, or because you have requested a demo / trial license through email or our website. The personal data may also have been obtained because you have had contact with one of the vendors in our portfolio and, after you have given your permission, they have asked us to contact you directly.

### Personal data that we process

The data that we process when you are our client are (Cat A):

- |  |                                  |
|--|----------------------------------|
| - Organization name                            | - Serial number hardware         |
| - Salutation                                   | - Software IDs                   |
| - First and last name                          | - License codes                  |
| - Postal address                               | - License and contract duration  |
| - Delivery address                             | - Required IP address            |
| - Name and address details                     | - Purchase Order data            |
| - General, direct and / or mobile phone number | - Chamber of Commerce number     |
| - Group or individual e-mail address           | - VAT number                     |
|  | - IBAN number and account holder |

The data that we process when you are still a prospect of us, but when you have given your consent to send you our newsletter or invitations for (online) events to you by email are (Cat B1):

- |                       |                            |
|-----------------------|----------------------------|
| - Organization name   | - Name and address details |
| - Salutation          | - Website                  |
| - First and last name | - E-mail address           |

- General, direct and / or mobile phone number

The data that we process when you are still a prospect of us, but when you have given your consent to be called and / or e-mailed once every quarter to bring our (possibly modified) portfolio under your attention are (Cat 2B):

- Organization name
- Salutation
- First and last name
- General, direct and / or mobile phone number
- Name and address details
- Website
- E-mail address

### **Special and / or sensitive personal data**

We will never ask you for sensitive personal data such as information on medical issues or health records, political preferences, religious or philosophical beliefs, alleged or committed crimes, criminal convictions, racial or ethnic origin, trade union membership, sexual orientation, sexual history, behavior or genetic information. We ask you to refrain from providing such sensitive personal data to us. If you do provide this, we will not store this data.

Our website does not intend to collect data about website visitors who are younger than 16 years of age, unless permission has been given by parents or guardians. However, we cannot check if a visitor is older than 16. We encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal data about a minor without this permission, please contact us using the contact details above and we will delete this data immediately.

### **Storage of personal data**

We keep your personal data for the period necessary to achieve the objectives set out in this privacy statement, unless the law permits or requires a longer storage period to achieve other necessary purposes.

We use a storage period of 4 weeks for resumes and cover letters. Also for the mail exchange that contains this data. If you have registered for our newsletter, invitations to (online) events, have given permission to receive personalized messages or telephone contact, we will keep the data for as long as you have not communicated a change. It is possible at any time to change and / or withdraw the consent through the unsubscribe button in the e-mail message or by sending an e-mail to [privacy@isoc24.com](mailto:privacy@isoc24.com). (Cat B)

For customer relationship management (Cat A) purposes, we may keep your personal data (order, invoice and payment details) for an adequate and reasonable period of time; on order to comply with tax or other laws and regulations, we may retain your personal data during the 7-year period required by such laws and regulations; in connection with the follow-up of requests from authorities or from the judiciary, for purposes such as investigations or lawsuits, we may retain your personal data for a longer retention period.

In addition, if you withdraw your prior consent to us for the collection of your personal data, we will stop collecting your personal data at your request and we will only retain your personal data collected prior to such withdrawal request.

### **Third party access**

We only provide your data to third parties if this is necessary for the execution of our agreement with you or to comply with a legal obligation.

### **Cookies and automated decision-making**

We do not use cookies or similar techniques. We do not make decisions based on automated processing on matters that can have (significant) consequences for individual people. We do not make decisions based on the output of computer programs or systems, without involving a person (e.g. an iSOC24 employee).

### **Security**

We take appropriate security measures to limit abuse of and unauthorized access to personal data. In this way we ensure that only the necessary persons have access to your data, that access to the data is protected and that our security measures are checked regularly. In addition, we use secure transfer of data and communication. Never give out personal details if you are contacted by e-mail, we never ask for that data through e-mail.

### **Changes to our privacy statement**

We may change our privacy statement from time to time, so we recommend that you regularly review the privacy statement published on our website. An eye-catching notification such as an e-mail message is sent to you to inform you of the most important changes. You can always find the version number and date of the privacy statement at the top of the page.

### **View, modify or delete personal data**

You always have the right to view, correct or remove your personal data. In addition, you have the right to withdraw your consent to data processing or to object to the processing of your personal data by iSOC24 B.V.. You can request access to, correction, deletion, data transfer of your personal data or withdraw your consent or object the processing of your personal data by sending an e-mail to [privacy@isoc24.com](mailto:privacy@isoc24.com).

To ensure that the request for access has been made by you, we will contact you as soon as possible, but within 4 weeks. For verification, you can be asked for your contract duration, license code, name and address details, telephone numbers, etc..

iSOC24 B.V. also point out that you have the right to file a complaint with the national data protection authority, the Autoriteit Persoonsgegevens, if you suspect that we are processing your personal data unlawfully. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/en/contact-dutch-dpa/contact-us>