

Privacy Statement Bonusan

Bonusan B.V., along with its affiliated companies, (in the rest of this Statement referred to as 'Bonusan'), respects the privacy of all of its parties concerned. These are not only our existing customers, but also parties interested in our services, employees of suppliers and business partners and, of course, our own employees too. We believe that it goes without saying that we handle personal data in accordance with strict privacy principles. Bonusan therefore also meets the requirements laid down by law concerning the processing of privacy-sensitive data.

In this Privacy Statement, we explain to you which personal data Bonusan records, why we do that and how we handle that data. This Privacy Statement applies to all services provided by Bonusan and to all personal data acquired to which this privacy statement refers. At the end of this statement, you will find Bonusan's contact details. If you have any questions, please contact us using the email address provided there.

Which personal data do we process and why?

Personal data received through Bonusan's website(s)

On our websites, not only can you find information about Bonusan and its activities, but we also enable our website visitors to contact us. This may be by asking a specific question, submitting a complaint, registering for the newsletter and/or requesting an account.

Messages and complaints

If you leave a message or a complaint for us on our website, we will ask for certain details, to enable us to respond with an answer that is personal, swift and appropriate. After all, we want to provide you with the best possible service. We record:

- Your name and type of associate
- Your email address and, if applicable, telephone number
- Message category
- Information about your question or complaint

We record this information in our client management system; if, in the future, you have any supplementary questions, this will enable us to help you in an efficient manner. We save this data for 6 years.

Creating accounts and orders

We record the following information about you in our sales and order management system: If you create an account through our website

- Your name, company name, address, town/city, telephone number and email address
- Your invoice address (if this differs to your home address)
- Salutation
- Date of birth
- Your occupation
- Account number

if you order products or test sets

- The products and quantities that you have ordered and the order date

We record the information listed above to enable us to process the order accurately and swiftly and to ensure we fulfil our obligations in respect of your order. We save the information and history relating to your order for 7 years after our relationship with you has ended.

Personal data obtained in ways other than through Bonusan's website(s)

Relationship management

Bonusan attaches great importance to maintaining good relationships with its customers and prospective customers. In terms of contacts that Bonusan employees maintain in the context of this relationship management, we record data in our customer management system. In some

cases, this contact information also includes personal data, such as the name and role of individual employees at client organisations. We obtain this information to record agreements and to guarantee the quality of the services to our clients.

Customer service phone line

Bonusan is committed to providing the best possible service to interested parties and existing customers and to keep them informed about our company and our products. To that end, our customer service phone line may also be used. We record information in our customer management system of those contacts that Bonusan employees establish through our customer service phone line. In some cases, these contact details will also contain personal data, such as names and telephone numbers, but possibly questions or complaints linked to these names. We do this in order to record any agreements that are made, to monitor the progress in relation to questions and complaints being dealt with, to improve the quality of our products and services and to ensure future optimum provision of information to customers.

Provision of your data

In a small number of cases, we share personal data with third parties, for example, with IT service providers and/or applications in the cloud and carriers. We do this in order to be able to carry out our services properly, or to be able to honour a commitment that we have made to you.

We select these third parties carefully. In all cases, agreements are reached concerning careful handling of the personal data and taking all measures required by law. Those agreements are recorded in a contract with the involved third party or parties and we assess the compliance of these parties with the agreements.

Bonusan does not pass on any personal data to organisations or establishments that are located in countries with a level of protection deemed inadequate by the European Commission.

Bonusan acknowledges that the information you provide may be confidential in nature. We shall not sell, lease or distribute your personal data or otherwise market this for third parties, apart from the fact that we may share your data with our service providers for the purposes outlined in this Statement.

Retention periods

Bonusan shall not retain your personal data for longer than required for the purposes for which the data were gathered, as outlined in this privacy statement. However, Bonusan may be obliged to save certain data for longer periods, for example, if that is required by applicable legislation. In that case, we shall ensure that personal data is dealt with in accordance with this privacy statement.

Security

We have taken appropriate technical and organisational measures to guarantee the security of personal data. This concerns the confidentiality, integrity, and availability of personal data.

Your rights

If Bonusan records your personal data, you have the right to ask Bonusan to view this data, or to ask Bonusan to amend or delete this data, or to restrict the processing thereof. You also have the right to object to the processing of your data and to transfer your data to another party (data portability).

Would you like to view your personal data? Or would you like to amend your data or delete this from our system? That isn't a problem. You can contact us through the website or by email.

If Bonusan records information about you and has received your explicit approval for this, you have the right to withdraw this approval at any time. For our newsletter, information about education/training and our electronic product emails, this can easily be done by clicking the relevant link.

If you have complaints about the way in which Bonusan deals with personal data, we ask that you contact us. You can also, at any time, contact the regulatory body in the Netherlands, the Dutch Data Protection Authority.

Changes to the privacy statement

This privacy statement is subject to change. Changes may be because of changes to the services that Bonusan offers, but also due to changes in legislation in relation to privacy. We therefore advise you to keep abreast of the latest version of the privacy statement, which can always be found on our website.

Contact details

Bonusan BV
F.A.O. Privacy Officer
PO Box 7212
NL- 3280AA Numansdorp
The Netherlands
+44 203 608 28 55
privacy@bonusan.com
www.bonusan.com

Version 24th may 2018