

ITHEC ICT B.V. (www.ithec.nl), located at Proostwetering 22c, 3543 AE in Utrecht, registered with the Chamber of Commerce under number 55321291, processes personal data and treats it with respect. We treat your data in accordance with the requirements set by the GDPR (General Data Protection Regulation). We would like to inform you clearly and transparently about this in this 'Privacy Statement ITHEC ICT', version 2.3 dated 21-09-2020, with reference ITH-C-180525-01-001-2.3 (shortly referred to as Privacy Statement).

Article 1 – Definitions

- 1.1 For the terms within the framework of the GDPR, reference is made to: <https://autoriteitpersoonsgegevens.nl>
- 1.2 NLdigital is the advocate and representative of the Dutch ICT sector, previously referred to as Nederland ICT, ICT ~ Office and FENIT. As a professional player in the IT market, ITHEC complies with the NLdigital conditions 2020, filed with the Central Netherlands Court, located in Utrecht. These terms and conditions apply to all our offers and agreements. With respect to these General Terms and Conditions, all terms and conditions in our agreements are to be regarded as supplementary. In the event of conflict, the provisions of our agreements apply. In such event, the other provisions of the General Terms and Conditions will remain in full force.

Article 2 - Processing activities when you visit our website

- 2.1 In order to make the website and the related services available to its visitors, it is necessary that ITHEC ICT B.V. processes personal data in a number of cases. Below is an explanation of which data ITHEC ICT B.V. uses for what purposes and what ITHEC ICT B.V. does to protect your privacy. ITHEC ICT B.V. advises you to take note of this before using the website. In addition, the following disclaimer applies to the website. ITHEC ICT B.V. recommends that you also familiarize yourself with this before using the website.
- 2.2 1.4 ITHEC ICT B.V. respects the privacy of all visitors to its website and ensures that the personal information that you may submit (by e-mail and / or by contact form) to ITHEC ICT B.V. always provided confidentially and treated in accordance with the Personal Data Protection Act. The personal data that you provide to ITHEC ICT B.V. are provided via the website of ITHEC ICT B.V. or by email, are used solely for the stated purpose. If you make use of asking questions or comments, ordering publications, placing an application and / or other services within the website, it is possible that you must provide certain personal data about yourself in this case that you provide this on your own initiative. ITHEC ICT B.V. processes this data in order to:
 - make the website available to its visitors;
 - make available to you and to perform the services offered through the website;
 - optimize the services of ITHEC ICT B.V., whether or not via the website.

If you have posted questions and / or comments by e-mail and / or have requested other services within the website, ITHEC ICT B.V. uses your data to contact you to answer these questions and / or comments and to perform these services. ITHEC ICT B.V. does not store your personal data longer than is necessary for the realization of the purposes described above, unless this data is necessary to comply with a legal retention obligation, or (if this is longer) after the retention period has expired on the basis of applicable rules of conduct and professional rules.

- 2.3 A "cookie" is a small information unit that can be presented to the website visitor's browser while the visitor is on the website. ITHEC ICT B.V. may use cookies in order to use the information about your visit to this website. ITHEC ICT B.V. uses this information to establish your identity and to facilitate your visit to this website. If you do not want cookies to be used by ITHEC ICT B.V. you can set the browser so that the cookies are deactivated. If you do not accept the use of cookies and have deactivated or have them deactivated, this may have consequences for the ease of use of the website.
- 2.4 The website of ITHEC ICT B.V. may contain references and / or hyperlinks to other (external) websites. ITHEC ICT B.V. is not responsible for the privacy policy on such websites. You should be aware of this when you leave this website and you should be aware of the privacy policy of any website that collects personally identifiable information. This privacy policy only applies to data collected on this website.
- 2.5 This website privacy statement in the Dutch text has an English (automatic) translation drawn up on the website for the benefit of foreign visitors to the website. However, the Dutch text remains the original. If provisions in the English text conflict with the Dutch text or are ambiguous, the grammatical interpretation and intention of the provisions in the Dutch text will prevail..
- 2.6 If you have any questions and / or comments regarding the processing of your personal data within the website, please contact us via our contact form.

Article 3 - Processing activities when you apply with us

- 3.1 Dossier forming introductory interviews for selection;
- 3.2 Request, control, use and storage of name and address data, ID data for offer, employment contract and salary.

Article 4 - Processing activities when you join or are employed by us

- 4.1 Request, control, use and storage of name and address data, ID data for employment contract and salary;
- 4.2 Request and storage of name and address details of any partner and children for events and / or contact in an unexpected emergency;
- 4.3 Dossier forming training, certificates and diplomas;
- 4.4 Dossiers of personal goals and achievements as well as matters that influence them, such as PDP and any bonus KPI scores.
- 4.5 Making, adapting and / or using visual material with a recognizable portrait for business purposes such as printing, internal communication, website and / or social media. At the request of the person entitled to portrait, the last posted (so not an entire history) or still to

be posted image material can, where reasonably possible, be adjusted or made unrecognizable..

Article 5 - Processing activities when we bring you and / or your expertise as a (potential whether or not employed or hired) employee to the attention of our clients

- 5.1 Bringing, maintaining and / or marketing your and thus our expertise is the core of our service provision and raison d'être. Essential here are name and address details and CV.
- 5.2 When we have your name and address and CV (possibly with portrait photo) and you ...
 - i) ... are employed by us, we can freely provide these to (potential) clients.
 - ii) ... come into our service, we can already provide this to (potential) clients in consultation with you;
 - iii) ... may be hired and subhired by us directly, we can provide this to (potential) clients in consultation with you;
 - iv) ... is hired and subhired by us indirectly, i.e. with the intervention of one or more parties, we can provide this to (potential) clients in consultation with these parties and without direct consultation with you.

Article 6 - Processing activities when we provide technical support to you as a client in your IT environment

- 6.1 We avoid having as much insight as possible and / or working with your data, even if this is technically possible. When asking for support, examples and the provision of help or distance, we ask you to deal with this appropriately yourself.
- 6.2 Your data will remain in your IT environment.
- 6.3 If data is required for troubleshooting and / or testing, your permission will be requested. Preferably, dummy data is created and used.
- 6.4 Technical descriptions and implementation reports regarding your ICT environment are drawn up, maintained and stored by us in both your and our ICT environment. No personal data will be mentioned here, other than the usual on a cover page such as author and target group.
- 6.5 Incidents, problems and the like are recorded as requested for logging, reporting and knowledge base. Personal names and usernames can be mentioned, passwords will never be mentioned.

Article 7 - Storage data

- 7.1 We store your data in our secure company network and ERP system.

Article 8 - Storage of data abroad

- 8.1 We cannot simply guarantee that your data, encrypted or not, will only be stored in the Netherlands or at Dutch organizations, because many ICT resources and backups are based on geographically distributed and often international links and storage for security reasons..
- 8.2 Your data will not be passed on outside the Netherlands, unless an assignment will take place outside the Netherlands and the Client needs your data to do so.
- 8.3 Where ITHEC ICT stores data for backup by means of techniques and possibilities hosted abroad, these will be reasonably assessed for their security, so that data is not involved.

Article 9 - Security

- 9.1 ITHEC ICT makes every reasonable effort to protect your personal data against unlawful use. We do this through physical, administrative, organizational and technical measures.
- 9.2 Only persons authorized to do so on the basis of their position have access to your data and are aware of this Privacy Statement.

Article 10 - - Retention period

- 10.1 ITHEC ICT does not store personal data longer than is necessary for the purpose of the processing and in accordance with the legal retention periods.

Article 11 - Provision of data to third parties

- 11.1 Your data will only be provided to third parties in the context of the possible completion of assignments. This is done on a need to know basis and initially anonymously as much as possible. It concerns name and address and CV related data as requested by the potential client. To this end, see Artikel 5.
- 11.2 Your name and address and CV data will not be provided to others than possible clients or intermediaries, unless you have given permission for this or ITHEC ICT is obliged to do so by law.
- 11.3 ITHEC ICT will never sell your data to third parties, apart from business sales or mergers.

Article 12 - Processors deployed by ITHEC ICT without an assignment from you

- 12.1 ITHEC ICT enters into a processing agreement with suppliers of ITHEC ICT who would process your data in any way to represent your and our interests..
- 12.2 With regard to our own use of ICT resources, hosting and, for example, data backups, ITHEC ICT will often be bound by the standard processor agreement of smaller and larger established and often international parties in the ICT industry. We cannot reasonably assess, approach, accept and provide reasonably correct and safe use or advice.
- 12.3 If your data are treated incorrectly by such processors, we will contribute in all reasonableness and fairness to the identification, correction and / or explanation of the relevant processor. If ITHEC ICT were at all liable, it will never amount to more than what is covered and paid out by its insurance in the relevant case..

Article 13 - Processors deployed and / or advised by ITHEC ICT on your behalf

- 13.1 For the core of our ICT services consisting of advice and realization of ICT solutions and technical products, software, hosting, cloud and / or back-up services, ITHEC ICT and / or

its client will often be bound by the standard processor agreement of smaller and larger established and often international parties in the ICT industry. We cannot judge, approach, accept and provide reasonably correct and safe use or advice in all professional and reasonableness..

13.2 If your data are treated incorrectly by such processors, we will contribute in all reasonableness and fairness to the identification, correction and / or explanation of the relevant processor. If ITHEC ICT were at all liable, it will never amount to more than what is covered and paid out by its insurance in the relevant case..

13.3 If your data is treated incorrectly by such processors and there is incorrect advice and / or setup by ITHEC, we will accept professional liability in accordance with our General Terms and Conditions. It does not matter whether you engage the processors on the advice of us or whether you instruct the processors via ITHEC ICT, for example because ITHEC ICT invoices you so that ITHEC ICT assigns the relevant processor for and / or on your behalf. Unless otherwise agreed by means of a signed written agreement, we do not accept any further liability.

Article 14 - ITHEC ICT as processor of your data

14.1 ITHEC ICT advises and realizes ICT solutions with technical products, software, hosting, cloud and / or backup services used for this purpose. ITHEC ICT uses the starting point that ITHEC ICT itself is not the processor of your data and that ITHEC and / or its client are often bound by the standard processor agreement of smaller and larger established and often international parties in the ICT industry. We cannot judge, approach, accept and provide reasonably correct and safe use or advice in all professional and reasonableness..

14.2 In the event that ITHEC (on closer inspection) should be regarded as a processor of your data and a processor agreement has not (yet) been concluded that would state otherwise, the following applies in this order:

- i) You indemnify us against claims from third parties.
- ii) If, despite presumed / intended security measures, unlawful processing of data has nevertheless taken place, you cannot recover the damage from ITHEC ICT.
- iii) In the unlikely event that the involved person(s) would hold ITHEC ICT liable, you must compensate any awarded claims to ITHEC ICT.

14.3 Unless otherwise agreed by means of a signed written (processor) agreement, we do not accept any further liability than on the basis of this article.

Article 15 - Your rights

15.1 You have the right to know which of your personal data we have recorded;

15.2 You have the right to have personal data adjusted or removed;

15.3 You have the right to request a restriction on the processing of your personal data;

15.4 You have the right to ask us to transfer your personal data to another party;

15.5 You have the right to object to the processing of your personal data, possibly with consequences for our services to you.

15.6 You have the right not to be subject to a decision based solely on automated processing (including profiling) that may impact you;

15.7 Have you explicitly given permission to process data? Then you have the right to withdraw this consent at any time. If you withdraw your consent, the previous processing of data that ITHEC ICT carried out with your consent will remain lawful.

15.8 The following phenomenon is important to realize your rights. By definition and also for technical reasons, backups cannot simply be adapted without detracting from the actual purpose of a backup, a possibility to fall back on an ICT infrastructure that has not changed since the time of the backup and therein data stored at that time. You can exercise your rights in the current ITHEC data set, but not in the backups and / or history thereof. Should ITHEC have to fall back on backups, it will try in all reasonableness and fairness to reprocess previously exercised rights and requests..

15.9 You have the right to file a complaint with the Dutch Data Protection Authority (or another supervisory authority) about the way in which we handle your personal data.

Article 16 - Requests

16.1 If you have a question, request or complaint regarding the security of personal data, please contact us on T +31 (0) 85 8900777 or E info@ithec.nl.

Article 17 - Data breach

17.1 If there appears to be a data breach, we request that you report this immediately T +31 (0) 85 8900777 or E info@ithec.nl.

Article 18 - Changes

18.1 ITHEC ICT reserves the right to change or supplement this Privacy Statement. This could be due to obligations under privacy laws and regulations, for example. The most current Privacy Statement can always be viewed on the ITHEC ICT website. You can always request previous versions of the Privacy Statement.

Article 19 - Final provisions

19.1 Dutch law applies to this Privacy Statement and all disputes arising from it.

Article 20 - Copy right

20.1 This Privacy Statement has been carefully drawn up by ITHEC ICT.

20.2 To prevent unlawful use, we would like to point out that nothing from this Privacy Statement may be reproduced and / or made public by means of print, photocopy, microfilm or in any other way, without prior written permission from ITHEC ICT.

20.3 It is prohibited to copy parts, logic, text and / or coherence of this Privacy Statement for (re) use without prior written permission from ITHEC ICT.

20.4 When ITHEC ICT believes that this article has been or will be violated, any costs and / or damage caused by violating this article will be recovered.