

HATENBOER NEPTUNUS AVG/ GDPR STATEMENT

Hatenboer Neptunus Privacy Policy

Hatenboer Group or Hatেনboer Neptunus Holding is a group of companies which includes Hatেনboer-Water, Hatেনboer-Water Asia, Hatেনboer-Water Middle East & North Africa, Hatেনboer-Water AMERICAS; Hatেনboer Neptunus, Hatেনboer-Water East Africa (this group of companies will be referred to in this policy as the “Hatenboer Group” or simply as “Hatenboer Neptunus.” This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

Hatenboer Neptunus collects the following data (collectively referred to as "Data"):

- Personal identification information (Name, email address, phone number, or any other information that could potentially be used to identify you, hereafter referred to as "Personal Information")
- Company function information
- Business addresses

How do we collect your data?

You directly provide Hatেনboer Neptunus with most of the Data we collect. We collect Data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Communication between us and customer contact persons; commercial, technical and financial contacts are stored in CRM, and mail address books

How will we use your data?

Hatenboer Neptunus collects your Data so that we can:

- Process your order, manage your account.
- Email you with special offers on other products and services we think you might like.
- Requests for information by means of questionnaires
- Commercial and financial analyses

When Hatেনboer Neptunus processes your order, it may send your Data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases. Your Data may also be sent to other companies within the Hatেনboer Group.

How do we store your data?

Hatenboer Neptunus securely stores your Data at locally managed storage hardware. Hatendoer Neptunus will keep your Personal Information for 7 years. Once this time period has expired and the information remain unused, we will delete your Data by thorough database and file searches, supported by software compliant managers.

Marketing

Hatenboer Neptunus would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Mass mail providers
- transport services
- etc.

If you have agreed to receive marketing, you may always opt out at a later date. You may at any time stop Hatendoer Neptunus from contacting you for marketing. If you no longer wish to be contacted for marketing purposes, you can opt out by clicking on the link in our mails.

What are your data protection rights?

Hatenboer Neptunus would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Hatendoer Neptunus for copies of your Personal Information. For your protection, access to your Personal Information will only be granted after we verify your identity.

The right to rectification - You have the right to request that Hatendoer Neptunus correct any information you believe is inaccurate. You also have the right to request Hatendoer Neptunus to complete information you believe is incomplete.

The right to erasure - You have the right to request that Hatendoer Neptunus erase your Personal Information, under certain conditions.

The right to restrict processing - You have the right to request that Hatenboer Neptunus restrict the processing of your Personal Data, under certain conditions.

The right to object to processing - You have the right to object to Hatenboer Neptunus processing of your Personal Information, under certain conditions.

The right to data portability - You have the right to request that Hatenboer Neptunus transfer the Personal Information that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: PR@hatenboer-water.com, or call us at +31 10 409 1200.

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. We value your privacy: the data collected by these tracking cookies is anonymised as much as possible.

How do we use cookies?

Hatenboer Neptunus uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

Google Analytics cookies

We use Google Analytics for analysis purposes. It provides us with insight into the way you use our website (including visitor's IP-addresses). Google Analytics sends information about browsing behaviour to Google and saves it to their servers in the USA. This information is used by Google to analyse how our website is used, to provide us with valuable summaries and to provide advertisers information about the effectiveness of campaigns. Google may transfer such information to third parties whenever Google is legally required to do so. Google may also transfer this information to third parties if they process the information on Google's behalf. We have no influence on these matters.

Facebook, Twitter and other social media integration

Our website contains integrated content from Twitter, Facebook, YouTube and/ or other media. The codes for these links use 'sharing cookies' from the medium itself. More details about how these media handle your personal data is specified in their privacy statements: Facebook, Twitter and YouTube.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** - Hatendoer Neptunus uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** - Hatendoer Neptunus uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Hatendoer Neptunus sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

All individual visitors on our online content receive a notification that provides the option to manage how we deal with your cookies in more detail.

Your California Privacy Rights

If you are a California resident, California law may provide you with additional rights, which are described at California Civil Code Section § 1798.83 and § 1798.100, which may from time to time be amended or superseded.

In addition to the rights described in this Privacy Policy, as a California resident, you have the following rights.:

- a. You may request access to their Personal Information, free of charge, up to twice per year, pending verification of your identity;
- b. We are required to provide the requested information in a portable and easily accessible format within 45 days of the request;
- c. In response to such a request, We will disclose to you (a) the categories of Personal Information we collected about you, (b) the categories of sources for the Personal Information we collected about you, (c) our business or commercial purpose for collecting or selling that Personal Information, (d) the categories of third parties with whom we share that Personal Information, (e) the specific pieces of Personal Information we collected about you, and (f) if we sold or disclosed your Personal Information for a business purpose, we must disclose (i) for sales of Personal Information, an identification of the Personal Information categories that each category of recipient purchased and (ii) for disclosure for a business purpose, an identification of the Personal Information categories that each category of recipient obtained;
- d. A user may request the deletion of Personal Information that We hold (except in certain cases where We need to retain the Personal Information). Keep in mind that if you have an account with ThinkWhy, we will not be able to delete your data if doing so would prevent offering you our services; and
- e. You may opt out of having your Personal Information sold by an e-Mail request to PR@hatenboer-water.com

Use of Website by Minors

The Hatenboer Neptunus website, products and services are not intended for children under 18 years of age. No one under age 18 may provide any information to Hatenboer Neptunus. We do not knowingly collect Personal Information from children under 18. If you are under 18, do not use or provide any information on this website or on or through any of its features/register on the website, make any purchases through the website, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received Personal Information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at PR@hatenboer-water.com.

Privacy policies of other websites

The Hatenboer Neptunus website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Hatenboer Neptunus keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 3 June 2020.

How to contact us

If you have any questions about Hatenboer Neptunus privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Call us at: +31 10 409 1200

Or write to us: PR@hatenboer-water.com

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Hatenboer Neptunus has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

e-Mail: PR@hatenboer-water.com