Privacy Statement d-basics Portal and d-basics Collector

1) Who are we?

D-basics B.V.

Tinstraat 3-5
4823AA Breda
The Netherlands

Company registration number: 30195376
VAT number: NL813497541B01

Service desk

Tel: +31 76 5239040
Fax: +31 76 5239041
Email: servicedesk@d-basics.com

Finance

Tel: +31 76 5239050
fax: +31 76 5239051
Email: finance@d-basics.com

2) What personal data do we collect?

Because you use d-basics Portal and d-basics Collector and/or because you have provided us with this information we process your personal data. We process the following data:

- First and last name
- Gender
- Business address information
- Job description
- Phone number
- E-mail address
- Other personal data that you actively provide to us, e.g. by adding it to you profile in Portal
- Details about how you use portal and other d-basics software
- Helpdesk activities related information like tickets (including remarks and status updates)
- IP-address
- Business bank account details

3) *Why do we collect your personal data?*

We use d-basics Portal to collect and process personal information for the following purposes:

- Invoicing
- Support
- Access management
- Maintenance, security and operational (e.g. logging to ensure correct functioning of software)
- Settings backup
- Software improvement

D-basics collects and processes this information based on "legitimate interest". Meaning that the interest of d-basics in keeping a high level of support services, well working access management, well working software and being able to invoice for the services and software provided outweighs your interest of keeping private your contact details and other relevant personal information that is needed for invoicing, access management, support and/or software development. D-basics hereby also considers that the amount of personal data we collect and process is limited and does not contain sensitive personal data.

4) Why should you provide us with personal data?

Data needed for invoicing is a necessary requirement to enter into a contract with d-basics. Without such data, no use can be made of our software.

Personal data needed for support and/or access management is a necessary requirement to use d-basics Portal and d-basic Collector and to be eligible for support from the service desk of d-basics.

Data needed for monitoring, settings backup and software improvement is a necessary technical requirement to use d-basics Portal and d-basics Collector. Without such data, no use can be made of our software.

5) How secure are your data with us?

Your data are processed by d-basics inside the European Union. D-basics takes the security of your data seriously and takes appropriate measures to secure your data against destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed. If you nevertheless feel that that your data are not well enough secured and/or you have reason to believe your data are being abused, please contact us (see answer to question 1 for our contact details).

6) Are your data provided to others?

No, d-basics does not provide your data to third parties unless this is required by law. The data is solely used by d-basics for the purposes mentioned above.

7) How long do we store your data?

Your data are stored as long as deemed necessary by d-basics for the purposes named above. This is at least when you still make use of and/or must pay for the use of the d-basics Portal and d-basics Collector, with a maximum of two years thereafter.

8) What if you want to see, correct, erase or copy your data from Portal?

You have a right to request access to and rectification or erasure of your personal data as well as the right to have a copy of your data or to ask us to stop or limit processing your data. You can manage your data yourself when you log into the d-basics Portal and click on the "Manage user profile" icon (top right), there you'll find an overview of all the personal data that we have concerning you.

You can **correct** the information in portal yourself by clicking "Edit", you can **export** the information in an Excel-file by clicking "Export" and you can **erase** the information by clicking "Anonymize" (your account will be deactivated, you will no longer be able to log in and your personal information - with the exception of your e-mail address which is kept for technical, security and operational purposes - will be anonymized).

 If you were unable to execute your request through portal, then please contact us with your detailed request (see answer to question 1 for our contact details).

9) What if you have a complaint?

If you have a complaint you can always contact us (see question 1 for our contact details). You also have the right to lodge a complaint with the data protection authority.