

## Privacy Policy Sentron Europe B.V.

**Last updated on 19 August 2022**

In this Privacy Policy, Sentron Europe B.V. (hereinafter: "Sentron" or "we") explains which personal data is collected when you use our services. This includes our app, our service, our websites (hereinafter: the/our "Service(s)"). Sentron values your privacy and the protection of your personal data. Personal data will therefore be processed carefully and in accordance with this Privacy Policy and applicable laws and regulations.

If you have any questions or wish to receive further information, please contact us using the contact details at the bottom of this Privacy Policy.

### **Personal data**

When we use the term "Personal Data" in this Privacy Policy, we mean information relating to you (see also the definition in Article 4 (1) of the General Data Protection Regulation (hereinafter: the "GDPR")).

Sentron collects the following Personal Data:

#### First and last name, contact details (e-mail address, telephone number and postal address)

We process this data:

- I. when you create an account on our website [www.sentron.nl](http://www.sentron.nl) (hereinafter: the "Website");
- II. when you purchase products (through the Website);
- III. when you subscribe to and/or use our Services;
- IV. when you contact us (for example via social media, customer service, the chat on the Website or via email);
- V. when we send you a message asking for your feedback;
- VI. when you send an (open) job application (through the Website).

The purpose of this processing is to give you access to our Services and to your account. This data is necessary to establish your identity. We can also use this information to contact you if something goes wrong. The basis for the processing of this Personal Data is Article 6 (1) (b) GDPR: the processing is necessary for the performance of the agreement. For answering questions and sending a message requesting feedback, there is a legitimate interest (Article 6 (1) (f) GDPR). Namely, the interest to be able to help you and the interest to be able to improve our Services, for the benefit of you and other customers. We will retain this data for as long as your account is active. We delete the data six (6) months after the account is deleted or terminated, so that we can still answer any questions. If you wish to have your data deleted immediately, you may request that we do so. We will make an exception to the six (6) month requirement if it is necessary by law to keep Personal Data for a longer period.

#### Payment data

We process this data:

- I. when you subscribe to our paid Services;
- II. when you purchase products (through the Website);
- III. when we send you a credit invoice.

The purpose of this processing is to enable you to use our paid Services. The basis for the processing of this Personal Data is Article 6 (1) (b) GDPR: the processing is necessary for the performance of the agreement. We also keep this data as long as your account is active. We delete the data six (6) months after the account is deleted or terminated so that we can still answer any questions. If you wish to have your data deleted immediately, you may request that we do so. We will make an exception to the six (6) month requirement if it is necessary by law to keep Personal Data for a longer period.

### Location data and personal preferences

If you choose to allow us to track your personal preferences (e.g. searches within the Website) and location data, we may use your Personal Data to provide you with a personalised customer experience. The purpose of this is to allow us to personalise our messaging and advertising to your preferences. We require your consent, which you can provide by ticking a box and/or by giving your consent via a pop-up window on the Website. The basis for the processing of this Personal Data is Article 6 (1) (a) GDPR: you have given your consent to the processing of Personal Data. We will retain this data for as long as your account is active.

### Marketing messages

If you have opted to receive marketing communications, we will be happy to send you news items that may be of interest to you. You can indicate this by ticking the box to opt-in to receiving this information from us. There is also the option to receive marketing messages from third parties. The basis for the processing of this Personal Data is Article 6 (1) (a) GDPR: you have given your consent to the processing of Personal Data. We will retain this data for as long as your account is active.

### Business partners

If you provide goods or services to Sentron as a business partner, we will only collect and use your business contact details for the purposes of our cooperation. We keep such information as long as necessary for our legitimate purposes. The basis for the processing of this Personal Data is Article 6 (1) (b) GDPR: the processing is necessary for the performance of the agreement.

### **Security**

We protect your Personal Data by taking technical and organisational measures against unauthorised, unlawful or accidental access, loss, destruction or damage to Personal Data. We continuously take steps to improve data security.

We ensure that only necessary persons have access to your Personal Data, that access to Personal Data is secured and that our security measures are regularly checked and evaluated.

### **Your rights**

Your rights include the following:

- I. the right to examine your Personal Data that we process;
- II. if you have consented to the processing of your Personal Data, you have the right to withdraw such consent;
- III. the right to have errors corrected;
- IV. the right to have outdated Personal Data removed;
- V. the right to object to a specific use of Personal Data.

If you want to exercise these rights, please contact us. Please describe as clearly as possible in your request which Personal Data you are referring to.

You can only exercise your rights to the extent that the law grants you such rights. To ensure that a request is made by you, we may ask you to enclose a copy of your identification with the request. We will only ask you to do so if we deem it necessary to identify you. We will destroy the copy of your identification immediately after we have identified you.

### Filing a complaint

If you feel that we are not helping you in the right way, you have the right to file a complaint with the supervisory authority. In the Netherlands, this is the Personal Data Authority (*Autoriteit Persoonsgegevens*).

### **Cookies**

Sentron uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit the Website. Sentron uses cookies with a purely technical functionality. These ensure that the Website works properly and that, for instance, your preferences are remembered.

These cookies are also used to optimise the Website. In addition, we place cookies that track your surfing behaviour, so that we can offer you personalised content and advertisements. When you first visited our Website, we already informed you about these cookies and asked your permission to place tracking cookies. You can opt-out of cookies by configuring your internet browser so that it does not store cookies anymore. In addition, you can delete all information previously stored in the settings of your browser.

### **Recipients of Personal Data**

If necessary, we may share your Personal Data with the following third parties:

- I. partners who process/handle payments, such as Mollie;
- II. other parties and/or government agencies as far as legally required.

Sentron may engage third parties to perform under its supervision certain processing of Personal Data mentioned in this Privacy Policy. Agreements have been made with the above parties to ensure the careful handling and security of Personal Data as much as possible.

Our partners have their own privacy policies and terms of use over which Sentron has no control. We recommend that you read these documents carefully.

### **Updates to this Privacy Policy**

The way we process Personal Data, and the composition of the data we process, may change. Sentron reserves the right to modify this Privacy Policy at any time. Therefore, Sentron encourages you to check the Privacy Policy regularly in order to be aware of any changes. We will endeavour to notify you of any major changes. That way, we ensure that you are aware of any recent major changes.

### **Other**

This Privacy Policy does not apply to third party websites that are linked to this website. We cannot guarantee that these third parties will handle your Personal Data in a reliable or secure manner. We recommend that you read the privacy policies of these websites before using them.

### **Contact**

For questions and/or comments, please contact Sentron via the contact details below:

Sentron Europe B.V.

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9351 VD Leek

The Netherlands

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Chamber of Commerce number: 04047203

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