

Connectis Privacy Statement

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Introduction

Privacy is very important to Connected Information Systems B.V. (Connectis). We therefore process and protect personal data with great care. In particular, we follow the General Data Protection Regulation (GDPR) very closely. Connectis acts as a data controller. This privacy statement explains what personal data we collect and use. It also describes the purposes for which we collect personal data and the legal basis for doing so. Please read this statement carefully.

Use of personal data

When you use our services, you share certain data with us. Some of that data may be personal data. The only personal data that we retain and use is data that you provide directly to us, or that is clearly intended to be passed on to us for processing. Only businesses can use our services, and data about businesses is not covered by the GDPR. This privacy statement is therefore intended mainly for people who use our website in a private capacity or on behalf of their employers.

Contact form

If you fill in a contact form on our website, the information you enter on the form will be retained for as long as necessary to deal with the matter in question. We retain details of clients and prospective clients in our CRM system. Each form has a number of fields. The data we collect about you is stated beside each field.

If you are a client and you contact us for support, we collect your data on the basis of our service contract with you. If you are not a client, we collect your data on the basis of our reasonable interest in dealing with your enquiry or feedback appropriately. We use your personal data for the following purposes:

- To deal with your enquiry or feedback
- To improve our services
- For product development based on market requirements
- For commercial purposes

E-mail

If you send us an e-mail message, the data in that message is retained for as long as necessary to fully address and deal with the matters that the message relates to. When you e-mail us, we collect the following data:

- E-mail address
- The personal data contained in your message

eHerkenning applications

On our website, you can apply for an eHerkenning token. As part of the application process, we collect the data we need to issue the token. The data that we collect is specified on the form that you complete as part of the application process. On our website, you can also log in to our Control Module and profile page. Once you have registered, we retain the personal data that you provide, in association with the user name that you define.

We need the data in question to verify your identity on line. We additionally retain the data so that you do not have to enter it repeatedly, so that we can contact you for the purposes of contract fulfilment, invoicing and payment, and so that we can provide you with an overview of the products and services you have obtained from us. The activities described are undertaken in accordance with the privacy policy and the retention periods agreed in the context of the Electronic Access Service Agreement Framework (<https://afsprakenstelsel.etoegang.nl/display/as/Privacybeleid>).

Security

We follow strict security procedures to prevent unauthorised access to personal data, for example. In particular, we use secure connections (Secure Sockets Layer or SSL), so that, when you enter personal data, all information exchanged between you and our website is protected. We are certified to ISO 27001. That implies that we work to international data security standards. In addition, we continuously look for ways of making our processing of your data more secure.

Google Analytics

We use Google Analytics to help us understand how visitors use our website. Google uses the information gathered to monitor use of our website and to provide us with usage reports.

The information gathered by Google Analytics is transferred to Google without your computer's internet address (IP address). It is then stored by Google on servers in the USA. Google is affiliated to the EU-US Privacy Shield Framework. We have instructed Google not to share the data with other services or supply it to any third party. Provision of the service is governed by a legal processing agreement between us and Google.

Third-party websites

This privacy statement does not apply to third-party websites accessible from our website using links. We cannot guarantee that any third party will handle your personal data in a responsible or secure manner. We advise reading the privacy statement on any third-party website before using the site in question.

Your rights

Under the GDPR, you have certain rights, as listed below. If you want to exercise any of the listed rights, please contact us by e-mail or post. Our contact details are available using this [link](#).

Right to data portability

You have the right to receive the personal data that you have given us and to pass it on to another organisation.

Right of access

You have the right to access the personal data that Connectis has collected about you. You can ask what personal data we have recorded about you, why we recorded it and who we disclose it to.

If you request access to your data, please include the following information to help us process your request quickly and appropriately:

- Your first name and surname
- Your company's name
- Your company's Trade Register number
- Your company's address

We may need additional documents in order to confirm your identity.

Right to rectification

You have the right to get any inaccurate or incomplete personal data that Connectis has about you corrected.

Right to restriction of processing

You have the right to tell Connectis to temporarily stop processing your personal data. You can exercise that right in the following circumstances:

- If you have told Connectis that the personal data we have about you is incorrect
- If Connectis's processing of your personal data proves to be unlawful
- If you need your personal data in connection with a legal claim, and Connectis no longer needs your personal data
- If you have objected to Connectis's processing of your personal data

Right to object

You have the right to object to Connectis's processing of your personal data under certain circumstances. For example, you can object if you have a particular characteristic, which makes you easily identifiable.

Right to be forgotten

You have the right to ask Connectis to erase your personal data. However, Connectis may be unwilling or unable to do that under certain circumstances. If Connectis declines your erasure request, the reasons will be explained.

Right to lodge a complaint

If you are unhappy about Connectis's processing of your personal data, you are entitled to make a complaint to the Data Protection Authority. Complaints can be submitted at:

<https://autoriteitpersoonsgegevens.nl/>.

Third-party processing

Connectis's services are delivered with the support of outside service providers. Connectis uses the following types of outside service provider:

- Hosting service providers
- CRM system providers
- Back-end service providers

Changes to this privacy statement

We may amend this privacy statement from time to time to reflect developments. We therefore advise you to check the statement periodically, so that you are aware of any changes.