

Privacy statement

This privacy statement explains how ProductIP handles your personal data. We encourage you to read this statement carefully. This privacy statement was last modified on June 6, 2018.

Handling of personal data

ProductIP is a company active in the field of product compliance management. We offer several services, mainly via our website(s) and other (online) software application(s). By offering these services we process data about you, also known as personal data. We adhere to the applicable laws and regulations, such as privacy legislation.

We put great effort in handling your personal data carefully. That means, for example, that we:

- state the purposes for which we will use your personal data;
- have taken appropriate security measures to protect your personal data;
- respect your rights, such as the right to review and improve your personal data.

Categories of personal data

We collect and use the following categories of personal data:

- Contact details (such as name, e-mail address, phone number, physical address, postal address, employer, role, skype account);
- Usage and account details (such as account activity, IP-address);
- Purchase details and history (such as order ID, payment info);
- Device details (such as type of browser, device);
- Event attendance details;
- Photo and/or video material;

Lawful basis for processing

We may use your personal data for the execution of our agreement and compliance with legal obligations. In addition, we can use your personal data for our legitimate interests, such as:

- Protection of our financial interests;
- Management and security of our offices, assets and personnel;
- Improvement of our services;
- Improving customer satisfaction;
- Informing you about updates, maintenance and/or other relevant changes to our products and/or services.

Purposes of processing

We process personal data for the following purposes:

- Assessing and accepting new customers;
- Establishing and executing our agreement including maintaining it;
- Delivery of products and services;
- Invoicing of supplied products and/or services;

- Performing creditor and debtor control, collecting receivables and executing direct debits;
- Responding to questions, disputes and complaints via social media, e-mail, post and/or telephone;
- Informing customers about maintenance and incidents;
- Finding out which topics are relevant to our customers and to determine how we can develop and/or improve our products and services;
- Measuring customer satisfaction;
- Marketing activities, such as sending of (electronic) newsletters, information and announcements for ProductIP activities, such as training activities;
- Offering personalized advertisements and information;
- Management and security of ProductIP offices, assets and personnel;
- Compliance with legal obligations and other regulations;
- Compliance with court orders;
- Resolving disputes.

Third parties

We use services of third parties for the aforementioned purposes. For example, your personal data may be provided to other parties involved in the development and/or operation of the ProductIP software platform, such as network managers, companies that maintain and develop our ICT systems, companies that collect and analyze measurement data, payment institutions and collection agencies and service providers that deal with the communication to current and potential customers.

These third parties may only process your data for the aforementioned purposes. Your personal data will not be provided by ProductIP to third parties for commercial, or non-profit purposes. Your data may be stored by third parties outside the EEA (European Economic Area, consisting of all countries of the European Union, Liechtenstein, Norway and Iceland). When we use the services of third parties, they are required to comply with the rules enclosed in this policy.

We may also have to provide your personal data to third parties if we are legally obliged to do so. For example, to supervisors such as the Dutch Authority for Consumers and Markets or to the police for a (fraud) investigation, if the police have a court order for this.

Retention

Your personal data will be kept no longer than necessary for the aforementioned purposes. We will keep the data for as long as necessary to deliver the service you have requested. It may be that your personal data must be retained for a longer period on the basis of the legal custody obligations, such as the fiscal custody.

Security

We take the security of your personal data seriously. We use an appropriate security policy to prevent unauthorized access to your personal data. This policy is periodically evaluated and adjusted if considered necessary.

Individual rights

You have the right to request ProductIP to review your personal data. After receiving your request, you will receive an overview of your personal data within 1 month. If there are any inaccuracies you can request that your data be adjusted, supplemented, deleted or

blocked. You can also request ProductIP to transfer your personal data, or you may object to the processing of your personal data due to special personal circumstances.

Contact

Questions about this privacy statement or a request about the processing of your personal data can be sent by post to:

ProductIP B.V.
Reference: Processing of personal data
PO Box 289
6710 BG EDE
The Netherlands

By e-mail you can send requests about the processing of your personal data to:
privacy@productip.com

To prevent abuse of these rights, we ask you, when submitting your request, to identify yourself by sending a copy of a valid proof of identity. Please make your personal identification number and your passport photo unreadable on the copy.

Complaints

In case you have a complaint about the processing of your personal data by ProductIP, please let us know. If we are not able to find a solution together, you have the right to file a complaint with the [Dutch Data Protection Authority](#).

Website of third parties

This privacy statement does not apply to third party websites which are hyperlinked to on our website. We do not know how these websites deal with your personal data. We therefore recommend that you consult the privacy statement of that website before using the relevant website.

Cookies

We and our third-party service providers may use a variety of technologies that automatically collect certain information whenever you visit or interact with our website and our platform. This information may include the browser that you are using, the URL that referred you to our website, your preferred language, the areas within the website that you visit and your activities there, and the time of day, among other information. A cookie is a data file placed on a computer or device when it is used to visit our platform.

We only use functional and analytical cookies. Analytical data is collected anonymously to improve our platform. Functional cookies are necessary to be able to provide the requested services, such as session cookies to enable login.

Please note that third parties, to which we link or with whom we cooperate, may also use cookies over which we have no control. You should check their websites to confirm how your information is collected and used.

Changes

This privacy statement may change over time. We advise you to regularly review the privacy statement for possible changes.