

## **Privacy statement for (website) visitors, customers, and other contacts**

*Who is the controller for the processing of your personal data?*

Stichting Koninklijk Nederlands Normalisatie-instituut, with its registered office and principal place of business in (2623 AX) Delft, at Vlinderweg 6, is the controller for the processing of your data.

*Which type of personal data is processed by us?*

- Contact details (such as name, email address, work address or home address, the messages left by you, including any personal data left by you in that message).
- Cookies (see below).
- User name and password.
- The name of the organisation that you work for, or that you represent, your job title.
- Data for the purpose of calculating or recording of invoices, making payments, and the collecting of claims, including invoice addresses and delivery addresses and credit card details, when you purchase services or products from us.
- Information related to the type of browser, OS, or type of device that you use for visiting our website.
- Recordings of telephone conversations that you have with our customer service.
- Number plates and camera images when you visit our Building at Vlinderweg 6 in Delft.
- All other information that you might provide to us.

*Further information regarding cookies*

General visiting data such as the most frequently requested pages are kept up to date on our website. The purpose for this is to optimise the lay-out of the website. The data can also be used for offering more targeted information. Your personal data will never be sent/included via the internet without your agreement.

Cookies are placed on the NEN website. Cookies are simple text files that contain information and that are saved by your browser to your computer, tablet, or smartphone. The website instructs the browser with which you visit websites (for example, Internet Explorer or Google Chrome) to save these cookies to your computer. A cookie does not contain identifying data and is only applied to make the use of the NEN website easier for you. If you do not appreciate this, you can block the use of cookies via your web browser (e.g. Internet Explorer or Firefox). Most parts of our website remain legible in that case.

Three types of cookie settings are used:

### Strictly necessary

The visitor provides consent for the following with these:

- to remember log in data;
- to guarantee security when logged in;

- to remember what is in the shopping cart;
- to remember how far the visitor has progressed with ordering.

#### Surfing behaviour analysis

The visitor provides consent for the following with these:

- to remember log in data;
- to guarantee security when logged in;
- to remember what is in the shopping cart;
- to remember how far the visitor has progressed with ordering;
- to monitor surfing behaviour on the website, which gives insight into what customers find important (this is not traceable to an IP address).

#### Social media

Via these cookies NEN provides you with the opportunity to share information on the website through social media buttons. These are cookies that are placed by third parties. For further information please read the privacy statements of LinkedIn, Twitter, or Facebook. This information is regularly modified, and NEN has no influence over this.

The visitor provides consent for the following with these:

- to remember log in data;
- to guarantee security when logged in;
- to remember what is in the shopping cart;
- to remember how far the visitor has progressed with ordering;
- to monitor surfing behaviour on the website, which gives insight into what customers find important (this is not traceable to an IP address).
- to offer the option to share pages with social networks.

NEN does not place tracking cookies on the website, but if you make use of social media cookies, third parties can place these cookies.

*How do we use this information and on what basis do we do this?*

We process the personal data as referred to above for the following reasons:

- For service purposes: to be able to follow up your message and to be able to inform you of the further steps.
- For customer relationship management, marketing, customer administration, and service purposes (to inform you of the latest news regarding NEN and relevant services, marketing, and to measure the response to our marketing actions, the management of our CRM, and to improve the functioning of our website).

- For the development of sales promotions.
- To be able to conduct an adequate customer administration and accounts receivable management.
- For internal control and company security.

The use of your personal data is necessary for:

- The performance of agreements with our customers.
- The fulfilment of our statutory obligations.
- Looking after our legitimate interest to be able to (continue to) provide our services as efficiently as possible to our customers.
- Looking after our legitimate interest to be able to (continue to) provide our services as efficiently as possible to the visitors of our website.
- Looking after your legitimate interest to obtain correct information.
- The legitimate interest of NEN to secure our property.

NEN uses the contact details of its existing customers for sending service emails and for sending commercial information, such as newsletters and invitations for events. You can always unsubscribe from the emails with commercial information or adjust your preferences by using the unsubscribe option that is included in every message or by sending an email to [communicatie@nen.nl](mailto:communicatie@nen.nl).

NEN only uses the contact details of contacts other than its customers for sending commercial information, such as newsletters and invitations for events, if you have provided prior consent for this. You can always withdraw your consent by using the unsubscribe option that is included in every message or by sending an email to [communicatie@nen.nl](mailto:communicatie@nen.nl). We will ask your consent for using your contact details again after three years.

*Who do we share this information with?*

NEN does not provide your personal data to third parties without your prior consent, unless NEN is obliged to do so on the basis of a statutory provision or a judicial decision. We also do not use your data for tracking which adverts may be interesting for you or for linking adverts to your interests. NEN uses various systems for the processing of your personal data. As a result, the suppliers of these systems can also process your personal data. You can contact us at [privacy@nen.nl](mailto:privacy@nen.nl) for further information regarding these suppliers.

It may also occur that third parties, such as our accountant and our legal and financial advisers, are given access to your personal data in the context of assignments provided by NEN and/or supervisory duties that they fulfil with regard to NEN.

NEN has made arrangements with all parties that have access to your personal data, to ensure that there are sufficient safeguards for the careful processing of your personal data. This is in accordance with the law and the internal privacy policy of NEN and this NEN privacy statement.

If we give third parties access to your data, we only do this if we are certain that these third parties will only use the data in a manner and for a purpose that is related to the purpose for which we have acquired the data. And only in accordance with this NEN privacy statement. Furthermore, the obligations of confidentiality required by law and security measures for the prevention of your personal data becoming known to other parties apply. Moreover, we always look at how we can respect your right to privacy as much as possible.

If we wish to transfer your data outside Europe, for example because a data centre or our supplier is established there, we will only do this subject to the conditions that the law sets out for this, for example by means of a contract which the EU Model Clauses apply to.

*For how long do we retain your data?*

NEN does not retain your personal data for any longer than necessary for the purpose for which this was saved. We adhere to specific periods, following which we remove this data:

- If you have registered for a newsletter or have provided consent for receiving personalised messages, we retain this consent for 2 years. If you decide that you no longer wish to receive the newsletter or personalised messages, we also retain the withdrawal of your consent.
- If you are one of our customers, we will retain your data during the agreement that you have entered into with us and for another 12 months after this. If you have bought a standard from NEN, we will retain your data for 7 years, due to the review period for standards.
- If you are a potential customer and you have expressly agreed to us contacting you, we will retain your data until you sign out, or after 12 months from the time when you had contact with us for the last time.
- We remove inactive customer accounts in any event after 7 years.
- Tax regulations oblige us to retain our administrative records with your invoice data, payment data, and order data for 7 years.
- As a rule, we remove recorded telephone conversations after 30 days, unless we have a statutory obligation to retain a conversation for a longer period of time.
- We do not retain camera images for any longer than 4 months. Unless we see anything suspicious that we must investigate further, or the images must be retained for a longer period of time due to another statutory obligation.

It applies in all events that NEN will retain your data in specific cases for a longer period of time than stated above if this is mandatory on the basis of a statutory provision, or if retaining for a longer period of time is really necessary for the execution of our activities, for example to deal with complaints, to resolve disputes, or to prevent fraud and misuse.

### *How do we secure your personal data?*

We take all reasonable, appropriate security measures for the protection of our visitors and participants against unlawful access or alteration, disclosure, or destruction of personal data. We comply thereby with the applicable security standards.

If, in spite of the security measures, there is a security incident that probably has adverse consequences for your privacy, we will inform you as quickly as possible of the incident. In that case, we will also inform you of the measures that we have taken for the limitation of the consequences and for the prevention of any repetition thereof in the future.

### *Where do we store your data?*

Your personal data that we collect is in principle always stored in the Netherlands and Europe. In exceptional cases, the data may be transferred to and stored outside the European Economic Area (EEA). In these cases, the data can also be processed outside the EEA by personnel who work for us or for one of our suppliers. In that case, the legislation regarding data protection of the third country will have been approved by the European Commission, or other applicable safeguards will have been established. Further information can be obtained from our privacy coordinator, at [privacy@nen.nl](mailto:privacy@nen.nl).

### *What are your rights with regard to your personal data?*

- You can object to the use of your personal data, for example if you are of the opinion that the use of your personal data is not necessary for the execution of our activities or for the fulfilment of any statutory obligation.
- You have the right to access to your personal data. This means that you can ask which of your personal data has been registered and for which purposes this data is used.
- If you feel that we have incorrect personal data regarding you, you can have this personal data corrected. You can also ask us to limit the processing of your personal data, also for the period that we require for assessing your requests or objections.
- You can also ask us to remove your personal data from our systems.
- You can also ask us to ensure that your personal data is transferred to another party.
- We will accede to this request, unless we have a compelling and legitimate interest not to remove the data, which outweighs your privacy interest. If we have removed the data, we cannot immediately remove all copies of the data from our systems and backup systems due to technical reasons. We can refuse to accede to the requests referred to above if these are made unreasonably frequently, require unreasonable technical efforts, or have unreasonable onerous technical consequences for our systems, or endanger the privacy of others.

You can make the requests or the objection referred to above by sending a letter, providing your name, address, telephone number and a copy of a valid proof of identity to the NEN privacy coordinator. You can contact our privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl). Please do



not forget to make your CSN number (Dutch BSN) illegible in the copy of the proof of identity prior to enclosing this.

*Where can you obtain further information regarding the manner in which NEN handles your personal data?*

If you have any questions or require further information regarding the use of your personal data and your rights, you can contact the NEN privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl).

If you are dissatisfied with the manner in which NEN deals with your questions, objections, or complaints, you can submit a complaint to NEN. You can contact [klachten@NEN.nl](mailto:klachten@NEN.nl) for this purpose.

In the event that, even after this, you are still not satisfied with the manner in which NEN has dealt with your complaint, you can also submit a complaint regarding the use of your personal data to the Dutch Data Protection Authority at <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens?qa=klacht>.