



PRIVACY STATEMENT

1. INTRODUCTION

This is the Borst Privacy Statement for customer, supplier and business partner data. This Privacy Statement provides information on the processing of personal data by Borst engineering b.v. hereafter called Borst.

The primary purpose of this Privacy Statement is to be a dynamic resource and business tool so that we can offer our services to you in the best possible way. We want you to feel secure when visiting our site and are committed to maintaining your privacy when doing so.

This Privacy Statement may be changed over time. The most up-to-date Privacy Statement is published on our website.

2. WHEN DOES THIS PRIVACY STATEMENT APPLY?

This Privacy Statement is applicable to the processing by Borst of all personal data of its customers, suppliers and business partners and other individuals. This Privacy Statement does not address the processing of personal data of employees in the context of their employment relationship with Borst.

3. WHO IS RESPONSIBLE FOR YOUR PERSONAL DATA?

Borst is the controller of the processing of all personal data that fall within the scope of this Privacy Statement. This Privacy Statement indicates what personal data are processed by Borst and for what purpose, and to which persons or entities the data will or may be provided. Borst may share your personal data with third parties.

4. FOR WHICH PURPOSES DO WE PROCESS YOUR PERSONAL DATA?

4.1 When you interact with Borst

(a) For answering your questions

- (i) **What does this purpose entail?** If you get in touch with us at info@borstengineering.nl or via the contact form on the Borst website, we will use your personal data in order to reply to and answer your question.
- (ii) **On what legal ground do we process personal data for this purpose?** We process your information for this purpose based on our legitimate interest to adequately answer your questions.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process your name, contact details, your correspondence with Borst about your question and all other personal data which are necessary to answer your question.
- (iv) **For what period do we retain your personal data for this purpose?** If you have contacted us via the contact form on the Borst website, then your data will be deleted from our systems after 1 year after the relationship with that person ended. If you have contacted us via info@borstengineering.nl then your data will be retained for the same period*.



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(b) For the development and improvement of products and/or services

- (i) **What does this purpose entail?** We process your personal data in order to assess, analyze and improve our products and (customer) services. We use aggregated personal data to analyze customer behavior and to adjust our products and services accordingly. When you use a Website, enter or search data through this Website; we also process your personal data to compile analytics reports. We use aggregated personal data to analyze customer behavior and to adjust our products and services accordingly, to ensure that it is relevant to our customers. This means that we analyze how often you read our newsletters, how often you visit our Website, which pages you click on and what goods you purchase through our Website.

Based on the information above, we can make adjustments to our offering, our newsletters or our Website. We may also adapt our promotions on the basis of our analysis. We may also perform research into market trends through statistical analysis to evaluate and adapt our products and marketing to new developments, but research results are only reported on an aggregated basis.

- (ii) **On what legal ground do we process personal data for this purpose?** We process your information based on our legitimate interest to develop and improve our products and services.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process your contact details such as your address and email address, personal details such as your name and date of birth, payment and credit information, and correspondence with us. In addition, we process the personal data you entered into a Website or that were generated by the functionalities you used in a Website and the technical data from your device such as its IP- address, the pages you visited on our Websites, your click- and surf behavior and the length of your session.
- (iv) **For what period do we retain your personal data for this purpose?** For this purpose, your personal data will be retained for 1 year after the relationship ended. After this term, your personal data will be deleted from our systems.

4.2 When you use our website

(a) To deliver you our Website's functionalities and for their technical and functional management

- (i) **What does this purpose entail?** If you use our Website, we process technical data to offer you our Website's functionalities and to allow our Website's administrators to manage and improve our Website's performance. If you enter data in our Websites, such as a product preference or your location to receive relevant information or functionalities, Borst processes this data to provide you with the requested information or functionalities. Further, we process your personal data to allow you to save your data (such as preferences and products) to your saved items and to allow you to share these with others using the sharing options you have configured on your device.
- (ii) **On what legal ground do we process personal data for this purpose?** We process personal data for this purpose based on our legitimate interest to offer technically adequately working Websites and to improve our Websites' performance.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process the personal data you have entered into our Websites or that is generated by the functionalities



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you have used in our Website and the technical data from your device such as its IP address, the internet browser you use, the pages you have visited on our Website, your click- and surf behavior and the length of your session.

- (iv) **How long do we retain your personal data for this purpose?** For this purpose, your personal data will be retained for 1 year after the relationship ended. After this term, your personal data will be deleted from our systems.

4.3 When you do business with us

(a) For the assessment and acceptance of a customer, supplier or business partner

- (i) **What does this purpose entail?** When you get in contact with Borst, we will process your personal data for assessment and acceptance purposes, for example in order to confirm and verify your identity. Borst will further process your personal data for other administrative purposes such as due diligence and screening against publicly available government and/or law enforcement agency sanctions lists.
- (ii) **On what legal ground do we process personal data for this purpose?** We process personal data for this purpose because this is necessary for the conclusion of a contract between you and us. Borst cannot enter into contracts without obtaining the required information.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process your contact details such as your address and email address, personal details such as your name and date of birth, payment and credit information and details of your correspondence with us.
- (iv) **For what period do we retain your personal data for this purpose?** For this purpose, your personal data will be retained for 1 year after the relationship ended. After this term, your personal data will be deleted from our systems.

(b) For the conclusion and execution of agreements

- (i) **What does this purpose entail?** When you have purchased a product or service from us as a customer, or when you work together with us as a supplier or business partner, we process your personal data for administrative purposes such as sending invoices and making payments. We also use your personal data in order to deliver or receive and administer our or your products or services. Borst will process your personal data in order to further execute our agreement, including for the delivery of customer services. When you require access to Borst premise, we process your personal data for screening purposes.
- (ii) **On what legal ground do we process personal data for this purpose?** We process personal data for this purpose because this is necessary for the conclusion of a contract between you and us. Borst cannot enter into contracts without obtaining the required information.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process your contact details such as your address and email address, personal details such as your name and date of birth, payment and credit information, order history and other data stored in our customer, supplier and business partner database.
- (iv) **For what period do we retain your personal data for this purpose?** For this purpose, your personal data will be retained for 1 year after the relationship ended. After this term, your personal data will be deleted from our systems.



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(c) For relationship management and marketing

- (i) **What does this purpose entail?** Flexico uses the information stored in its customer database to send you suitable offers and newsletters, as well as to provide customer services, perform account management and communicate recalls. We also use your personal data for the development, execution and analysis of market surveys and marketing strategies.
- (ii) **On what legal basis do we process personal data for this purpose?** When sending you newsletters and/or other relationship management and marketing communications, we process personal data based on your consent. In addition, we process personal data for this purpose based on our legitimate interest to improve our marketing strategies.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process your contact details such as your address and email address, personal details such as your name, contact preferences, payment information, order history and correspondence with us.
- (iv) **For what period do we retain your personal data for this purpose?** For this purpose, your personal data will be retained for 1 year after the relationship ended. After this term, your personal data will be deleted from our systems.

(d) For business process execution and internal management

- (i) **What does this purpose entail?** We process your personal data for the performance and organization of our business. This includes general management, order management and management of Borst assets. Borst also processes your personal data for its internal management. We provide central processing facilities in order to work more efficiently. We conduct audits and investigations, implement business controls, and manage and use customer, supplier and business partner directories. Also, we process your personal data for finance and accounting, archiving and insurance purposes, legal and business consulting and in the context of dispute resolution.
- (ii) **On what legal ground do we process personal data for this purpose?** We process personal data for this purpose based on our legitimate interest to maintain and improve sound business operations.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process your contact details such as your address and email address, personal details such as your name, payment and credit information, payment and order history, correspondence with Borst and data generated during the performance of the agreement between you and Borst.
- (iv) **For what period do we retain your personal data for this purpose?** For this purpose, your personal data will be retained for 1 year after the relationship ended. After this term, your personal data will be deleted from our systems.

4.4 Your choices

(a) If you participate in events or promotions

- (i) **What does this purpose entail?** With your consent, we can send you emails with promotions and invitations to participate in events. If you choose to participate in one of these activities, we need your personal data to be able to announce and organize these. In addition, if you participate in any of these activities, we need your personal data to measure the response to events and/or promotions.
- (ii) **On what legal ground do we process personal data for this purpose?** We process personal data for this purpose based on your consent. You can withdraw your consent at any time, without this affecting the lawfulness of processing based on consent before withdrawal.
- (iii) **Which personal data do we process for this purpose?** For this purpose, we process your name,



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address, email address and your entries in the relevant event.

- (iv) **How long do we retain your personal data for this purpose?** For this purpose, your personal data will be retained for the duration event you participate in. After this term, the personal data processed for this purpose will be deleted from our systems.

5. WHO HAS ACCESS TO YOUR PERSONAL DATA?

5.1 Access to your personal data within Borst

As an EU organization, data we collect may be transferred internationally throughout Borst EU organization. Your personal data may be exchanged with associated companies. We exchange your data for administrative purposes and so that we can have a complete overview of your contacts and contracts with the Borst organization. We may also exchange your data in order to offer you a complete package of services and products.

Flexico employees are authorized to access personal data only to the extent necessary to serve the applicable purpose and to perform their jobs.

5.2 Access to your personal data by third parties

The following third parties have access to your personal data, where relevant, for the provisioning of their products or services to Borst: banks, insurance companies, IT suppliers, accountants, forensic specialists, consultants.

When third parties are given access to your personal data, Borst will take the required contractual, technical and organizational measures to ensure that your personal data are only processed to the extent that such processing is necessary. The third parties will only process your personal data in accordance with applicable law.

If your personal data are transferred to a recipient in a country that does not provide an adequate level of protection for personal data Borst will take measures to ensure that your personal data are adequately protected, such as entering into EU Standard Contractual Clauses with these third parties.

In other cases, your personal data will not be supplied to third parties, except where required by law.

5.3 The use of your personal data by data processors

When a third party processes your personal data solely following Borst instructions, it acts as a data processor. We enter into an agreement with such a data processor for the processing of personal data. In this agreement we include obligations to ensure that your personal data are processed by the data processor solely to provide services to us.

6. HOW ARE YOUR PERSONAL DATA SECURED?

Borst has taken adequate safeguards to ensure the confidentiality and security of your personal data. Borst has implemented appropriate technical, physical and organizational measures to protect personal data against accidental or unlawful destruction or accidental loss, damage, alteration, unauthorized disclosure or access as well as all other forms of unlawful processing (including, but not limited to,



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unnecessary collection) or further processing. Examples are IT security policies and secure servers.

7. QUESTIONS OR REQUESTS FOR ACCESS, CORRECTION AND REMOVAL

You can request access, correction, restriction, portability or removal of the data that Borst processes about you at any time by sending a request to: info@borstengineering.nl.

Should you have any questions regarding the processing of your personal data, please contact info@borstengineering.nl

If you feel that we do not comply with applicable privacy rules you have the right to lodge a complaint with a competent data protection authority.

Should you have any questions regarding the processing of your personal data, please contact [info@borstengineering](mailto:info@borstengineering.nl)