

Privacy Statement

Version: 20210330

This Privacy Statement specifies how **Taric Support** (Taric Support B.V., KvK 60924179; "we", "us", "our") handles personal data in the context of its products and services and the website <www.taricsupport.com> (the **Website**). Personal data is data about a living person. The term includes both data that is directly identifiable (e.g., someone's name) and indirectly identifiable (e.g., someone's IP address).

1. Who is responsible for the processing of personal data?

Taric Support is responsible for the processing of personal data as outlined in this Privacy Statement. Taric Support is therefore the data controller within the meaning of the applicable privacy regulations, including the General Data Protection Regulation (**GDPR**).

2. Which personal data do we process?

In providing our products and services, we may process the following personal data.

a.	Website Visitors	Data you submit through the contact form on our Website (name, email address and phone number) and data collected through cookies as specified in this Privacy Statement under the heading "Cookies".
b.	(Employees of) customers with a trial subscription	Data you submit to the Website when signing up for a trial subscription and data generated when using our application. Consider: company name, first and last name, phone number and email address and log data.
c.	(Employees of) customers with a subscription	Data required to enter into a contract with the customer, for the use of our application by the customer and data generated when using our application. This includes financial data of the customer, data about our customer's organization and data about employees of our customer, such as first and last name, gender, position, company name, phone number, email address, work address, their spoken language, LinkedIn URL and log data.
d.	(Employees of) other business relations	Taric Support also processes the contact details of (employees of) other business relations, such as (potential) suppliers or service providers. This includes: first and last name, gender, position, company name, phone number, email address, work address, their spoken language and LinkedIn URL.

3. Purposes for processing?

Taric Support processes personal data for the following purposes:

1. Providing products and services (amongst others to make a user account for our application, to handle orders, to make payments).
2. Improving products and services.
3. Providing support to customers in their use of our products and services.
4. Preventing misuse and security of products and services.
5. Establishing and maintaining contact with (potential) customers and (potential) other business relations.
6. Offering, maintaining, securing and improving the Website.
7. Marketing activities, including social media.
8. Financial processing.
9. Internal management and operations.
10. Handling of inquiries, complaints and disputes.
11. Establishing, exercising and defending our rights.
12. Complying with applicable laws and regulations or an injunction or request from authorized regulators or other government agencies.

The chart below shows the purposes for which personal data is used for each category of individuals:

a.	Website Visitors	5, 7, 8, 11 up to 13
b.	(Employees of) customers with a trial subscription	1 up to 6 and up to 13
c.	(Employees of) customers with a subscription	1 up to 6 and 8 up to 13
d.	(Employees of) other business relations	5, 9, 10 up to 13

4. On what legal grounds do we process your personal data?

According to the GDPR, we may only process your personal data if we have a valid legal ground for doing so. The GDPR states what these valid grounds are. In the case of Taric Support, these are usually: your (prior) consent, compliance with a legal obligation incumbent upon us or legitimate interest to conduct our normal business.

Taric Support processes personal data of customers with contracts primarily for the purpose of providing its services on the basis of its legitimate interests to conduct normal business. This is only the case if these interests outweigh the privacy interests of the person to whom the data relates. In that case, the legitimate interests of Taric Support correspond to the purposes set out above in paragraph 3 of this Privacy Statement. For further information on the balancing of interests in a specific case, please contact us using the contact details at the bottom of this Privacy Statement.

Other data is processed to comply with an applicable legal obligation, for example to meet applicable minimum retention periods.

If Taric Support cannot rely on one of the aforementioned bases, consent must be obtained for the processing of personal data. It may also be necessary in exceptional cases to process personal data to protect someone's vital interests. This may be the case, for example, in the unlikely event that someone falls unconscious at the Taric Support office and health data must be provided to a care provider.

Taric Support will inform you in a specific situation if providing personal data is a legal or contractual obligation or necessary condition for entering into an agreement. It will also inform you of the possible consequences of not providing the data.

The following is a description of the legal grounds for all the purposes for which Taric Support processes personal data.

1. Providing products and services: legitimate interest to offer our products and services (Art. 6 paragraph 1 sub f GDPR).
2. Improving products and services: legitimate interest in continuously improving our products and services (Art. 6 paragraph 1 sub f GDPR).
3. Providing support to customers in the use of products and services: legitimate interest to provide IT support to our customers (Art. 6 paragraph 1 sub f GDPR).
4. Preventing misuse and securing products and services: fulfilling legal obligations and legitimate interest (Art. 6 paragraph 1 sub c, sub f GDPR).
5. Establishing and maintaining contact with (potential) customers and other business contacts: consent and legitimate interest (Art. 6 paragraph 1 sub a and sub f of the GDPR).
6. Offering, maintaining, securing and improving the Website: consent or legitimate interest (Art. 6 paragraph 1 sub a and sub f GDPR).
7. Marketing activities, including social media: consent or legitimate interest to market our products and services (Art. 6 paragraph 1 sub a and sub f GDPR).
8. Financial processing: legitimate interest to conduct normal business (Art. 6 paragraph sub f GDPR).
9. Internal management and business operations: legitimate interest to conduct normal business (Art. 6 paragraph 1 sub f GDPR).
10. Processing of questions, complaints and disputes: to fulfill a legal obligation, legitimate interest or consent (Art. 6 paragraph 1 sub c, sub f and sub a GDPR).
11. Establishing, exercising and defending our rights: legitimate interest (Art. 6 paragraph 1 sub f GDPR).
12. Complying with applicable laws and regulations or an injunction or request from authorized regulators or other government agencies: to comply with legal obligations or legitimate interest (Art. 6 paragraph 1 sub c and sub f GDPR).

Social media

Taric Support may use social media platforms, for example in the context of recruitment and screening and for marketing purposes. Taric Support is responsible for the content of messages, but not for the management of social media platforms. For further information on how your personal data is handled, please refer to the information provided on the website of the operators of these platforms. Below we have included links to the Privacy Statements of the various providers of social media platforms that we may use:

- The privacy policy of [LinkedIn](#);
- The privacy policy of [Google](#).

On our websites we may use so-called social media plug-ins. When you visit a page that displays one or more of these buttons, your browser makes a direct connection to the relevant social network server and uploads the button from there. Simultaneously, the social media provider will know that the corresponding page on our website has been visited. We have no influence on the data that the social media providers collect based on the buttons. If you want to prevent the collection of data based on the buttons, please log out of your social media accounts before visiting our websites and disable the storage of cookies in your browser settings.

5. How do we obtain your personal data?

Taric Support collects personal data as it is directly provided to us by a particular person. For example, data about a particular person provided by filling out a contact form on the Website. We may also collect personal data through the use of the Website or our application, such as an IP address or data about the use of our application (log data). Sometimes we process personal data not on our own initiative, but to comply with a legal obligation incumbent on us. This is the case, for example, when we retain personal data for a longer period in order to comply with a legal retention obligation.

Taric Support may also obtain personal data because it has been provided by a third party. This is the case, for example, when a customer provides us with data about its employees.

We may also receive personal data through public sources, such as information from a public LinkedIn profile or a website.

6. Under which circumstances and with whom do we share your personal data?

Third parties we involve

We may involve third parties, such as service providers or subcontractors, to support us in our business activities. For example, we use a service provider who sends maintenance notices and newsletters to customers on our behalf. We also engage parties who support us with IT services,

such as facilitating a Customer Relationship Management system. These third parties may process personal data on our behalf as part of the services they provide to us. To ensure that this personal data is adequately protected and processed in accordance with applicable laws and regulations, we enter into a processor agreement with these parties.

We only share personal data if this is necessary for the purpose of the service provision or involvement of that third party. For example, third parties will only have access to the personal data they truly need for their services. Persons within those third parties who have access to the personal data are required to keep the personal data confidential. Third parties are not allowed to use personal data about you that we share with them for their own purposes, such as marketing or other purposes.

Mergers and acquisitions

We may transfer or provide your personal data to a buyer or potential buyer in the event of a merger or acquisition (potential or prospective) of all or part of our business or assets. In the event of such a transfer, we will take all steps reasonably expected of us to ensure that the receiving party processes your information in accordance with this Privacy Statement.

Government agencies

We may share your personal data with government agencies, such as police, the IRS or other authorities where we are required to do so by law.

7. To which countries do we transfer your personal data?

Parties involved in the processing of personal data originating from the EU, may be located in a different country. In case these parties are situated outside the EEA, the transfer is legitimized in the manner described below. See this [link](#) for an overview of the EEA countries.

The transfer of your personal data to a third party outside the EEA can in the first place be legitimized based on an adequacy decision of the European Committee, in which it is decided that the (part within the) third country in question ensures an adequate level of data protection. See this [link](#) for a summary of the applicable adequacy decisions.

If your personal data is transferred to a country outside the EEA for which there is no adequacy decision, we agree on the applicability of the relevant version of the Standard Contractual Clauses with the relevant party. This is a standard contract to safeguard the protection of your personal data, which is approved by the European Committee, in which the parties fill out the appendices. See this [link](#) for the various framework Standard Contractual Clauses. Where appropriate, additional safeguards are taken.

To the extent that personal data is processed outside the European Economic Area in exceptional cases, for example in the event that we use services of third parties that store personal data in countries outside the European Economic Area or in the event that the customer is located outside the EEA, we will only do so if permitted on the basis of applicable privacy regulations, including the GDPR. You can contact us using the contact details at the bottom of this Privacy Statement if you would like additional information about the measures we have taken in a specific exceptional case to ensure that the transfer of personal data to countries outside the European Economic Area is in accordance with applicable privacy rules.

8. How do we protect your personal data?

To protect your personal data, we take appropriate technical and organizational measures. In doing so, we take into account the latest technological developments; the implementation costs; the nature, scope, and context of the processing; the processing purposes and the related privacy risks. This protects the personal data under our control against breaches of confidentiality, integrity and availability.

We take appropriate safeguards and enforce security standards to protect your personal data from unauthorized access, unauthorized disclosure and disruption. We may encrypt your personal data. We store your personal data on files available only to our employees, our agents and our service providers who need the information for their service and are bound to confidentiality obligations. We use technical tools such as firewalls, passwords and we ensure that our employees are educated in the importance of maintaining security and confidentiality in relation to the personal data we process. Furthermore, we have taken appropriate measures relating to onboarding of employees, access to personal data, incident reporting and continuity (back-up and restoring of data).

9. What are your privacy rights?

In relation to the processing of your personal data by Taric Support you have the following privacy rights.

- *Right of access.* You have the right to request access to your personal data. This enables you to receive a copy of the personal data we hold about you (but not necessarily the documents themselves). We will then also provide you with further specifics of our processing of your personal data. For example, the purposes for which we process your personal data, where we got it from, and with whom we share it.
- *Right to rectification.* You have the right to request rectification of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected. You have this right in case we process personal data about you that: (i) is factually incorrect; (ii) is incomplete or not related to the purpose it was collected for; or (iii) is in any other way used in a manner that is in conflict with an applicable law. The right of rectification is not intended for the correction of professional opinions, findings or conclusions that you do not agree with. However, Taric Support could in such case consider adding your opinion to the personal data.
- *Right to erasure.* You have the right to request erasure of your personal data. This enables you to ask us to delete or remove personal data where: (i) the personal data are no longer necessary, (ii) you have withdrawn your consent, (iii) you have objected to the processing activities, (iv) the personal data have been unlawfully processed, (v) the personal data have to be erased on the basis of a legal requirement, or (vi) where the personal data have been collected in relation to the offer of information society services. However, we do not have to honour your request to the extent that the processing is necessary: (i) for exercising the right of freedom of expression and information, (ii) for compliance with a legal obligation which requires processing, (iii) for reasons of public interest in the area of public health, (iv) for archiving purposes, or (v) for the establishment, exercise or defence of legal claims.

- *Right to restriction of processing.* The right to restriction of processing means that Taric Support will continue to store personal data at your request but may in principle not do anything further with it. In short, you have this right when Taric Support does not have (or no longer has) any legal grounds for the processing of your personal data or if this is open for discussion. This right is specifically applicable in the following situations:
 - Unlawful processing. We may not (or no longer) process certain personal data, but you do not want us to erase the data. For example, because you still want to request the data at a later stage.
 - Personal data no longer required. Taric Support no longer needs your personal data for our processing purposes, but you still require the personal data for a legal claim. For example, in case of a dispute.
 - Pending an appeal. You objected against the processing of your personal data by Taric Support (see the right to object below). Pending the verification of your appeal we shall no longer process this personal data at your request.
 - Contesting the accuracy of personal data. You contest the accuracy of certain personal data that we process about you (for example via your right to rectification; see above). During the period in which we assess your contest we shall no longer process this personal data at your request.
- *Right to object.* You have the right to object to the processing of your personal data where we are relying on legitimate interest as processing ground (see above). Insofar as the processing of your personal data takes place for direct marketing purposes, we will always honour your request. For processing for other purposes, we will also cease and desist processing, unless we have compelling legitimate grounds for the processing which override your interests, rights and freedoms or that are related to the institution, exercise or substantiation of a legal claim. If such is the case, we will inform you on our compelling interests and the balance of interests made.
- *Right to data portability.* You have the right to request the transfer of your personal data to you or to a third party of your choice (right to data portability). We will provide you, or such third party, with your personal data in a structured, commonly used, machine-readable format. Please note that this right only applies if it concerns processing that is carried out by us by automated means, and only if our processing ground for such processing is your consent or the performance of a contract to which you are a party (see above)
- *Right to lodge a complaint.* You have the right to lodge a complaint with a supervisory authority, in particular in the EU Member State of your habitual residence, place of work or where an alleged infringement took place. Please be referred to [this webpage](#) for an overview of the supervisory authorities and their contact details. However, we would appreciate the chance to deal with your concerns before you approach the supervisory authority, so we would be grateful if you contact us beforehand.

10. How to exercise your privacy rights?

In principle, you can exercise your privacy rights free of charge by contacting us at helpdesk@taricsupport.com. Please include your full first and last name and a description of your request. If your request is manifestly unfounded or excessive, in particular because of the repetitive character, we will either charge you a reasonable fee or refuse to comply with the request..

We will provide you with information about the follow-up to the request without undue delay and in principle within one month after receipt of the request. Depending on the complexity of the request and on the number of requests, this period can be extended by another two months. We will notify you of such an extension within one month of receipt of the request. Applicable privacy laws and regulations may allow or require us to refuse your request. If we cannot comply with your request, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

11. Questions or complaints?

If you have any questions or complaints please contact us by email at helpdesk@taricsupport.com. Although we appreciate it if you give us the opportunity to resolve your complaint with you, you also always have the right to file a complaint directly to a competent regulator if you believe there has been a breach of applicable privacy rules. The contact details of these regulators can be found on [this website](#).

12. Automated decision making

Taric Support does not employ any forms of automated decision making.

13. Cookies When you visit our Website, the Website may place a text file on your computer, tablet or cell phone. This is called a cookie. Cookies can be used to collect or store information about your visit or the device you are using.

<i>Cookie type</i>	<i>Description</i>	<i>Cookie Names</i>
Analytical cookies	<u>Google analytics</u> We use Google Analytics. You can disable these cookies. We have set these cookies to be privacy friendly. The last octet of the IP address is masked. We have chosen to turn off the "data sharing" function and do not use other Google services in conjunction with the Google Analytics cookies.	name example value _ga GA1.2.561559584.1617007297 _gat 1 _gid GA1.2.58699266.1617007297

You can change your cookie settings at any time and disable or delete cookies from the Website. However, please note that if you do so, the Website may not work optimally. In addition, you can change your browser settings so that Website cookies cannot be placed on your device.

14. Retention Policy

Taric Support does not keep personal data longer than necessary for the purposes for which they are processed. In certain situations, we retain personal data for a longer period of time. This may be the case if processing is necessary in the following situations:

- *Retention obligation.* To comply with a minimum retention period or other legal obligation to which we are subject based on applicable EU law or the law of an EU member state.
- *Procedure.* Your personal data is necessary in relation to a legal procedure.
- *Freedom of expression.* When further processing of your personal data is necessary in order to exercise the right to freedom of expression and information.
- *Other.* For example, when needed for reasons of payment or fulfilment of our commitments.

We periodically assess whether there is a sound reason for retaining personal data. If there is none, our retention obligation ends, and we delete the personal data.

15. Changes to this privacy Statement

Occasionally, we may need to update or change this Privacy Statement. In case of important changes, we will inform you in an appropriate manner and ask you to take note of the changes made. The latest version of the Privacy Statement is always available on our Website This Privacy Statement was updated on March 30, 2021.

16. Contact information

If you have any questions regarding this Privacy Statement, or data collection in particular, please contact us at helpdesk@taricsupport.com or by using the contact information below:

Taric Support B.V.
Sluisplein 55 - Unit 64
1975 AG IJmuiden
The Netherlands

Telephone: +31(0)853036825

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