

PRIVACY STATEMENT



The privacy statement below applies to all site visits, transactions and agreements with Plan-IT International B.V.:

Keizersveld 25

5803 AM Venray

contact@plan-it.nl

0031 (0)85 2362500

KVK 50120646

Processing purposes

In order to provide you with the best possible service, Plan-IT International B.V. needs to store your data in certain cases. Plan-IT International B.V. uses your personal data for:

- The execution of agreements, transactions and services;
- Relationship management;
- Product and service development;
- Determining strategy and policy;
- If necessary, detecting unlawful behavior with regard to Plan-IT International B.V., its relations and its employees;
- Inform you about our services, any malfunctions or developments that apply to your purchased services and/or products. Your e-mail address will only be used for this purpose if you have given us prior consent. You can stop receiving our service information at any time via the method indicated in the relevant email.

Usage data

When visiting the website, no personal data will be collected by us without your permission. We register data such as the IP address of your computer, the time of retrieval and data that a visitor's browser sends. This, so we are able to perform statistical analyzes of visit and click behavior on our website, to gain insight into the way in which our website is used and to be able to optimize it.

It is possible that on certain parts of our website you are asked for personal data, for example if you want to use a specific service (such as our contact form). This information will only be used by us for the stated purpose.

When sending forms, the IP address is also noted. This is in order to be able to check whether personal data is being used incorrectly.

Which personal data does Plan-IT International B.V. process

In this section you will find an overview of the data that is used per service. An explanation per column:

- a) Type of service: for which service data is used. The "General" column contains data that is used for multiple services or that is not processed for one service.
- b) Type of data: which data is processed.
- c) Retention period: how long the data is kept.
- d) Ground for processing: on what legal basis the data is used.

Type of Service	Type of data	Retention period	Ground for processing
<u>General</u>	<i>Name, phone number and email address from your organization's contact person.</i>	Up to 12 months after the end of service	Execution of the agreement
	<i>Address where the services are provided.</i>	Up to 12 months after the end of service	Execution of the agreement
	<i>Company name for billing.</i>	Up to 12 months after the end of service	Execution of the agreement
	<i>Traffic information e-mails, telephone and internet in the context of a legal tapping obligation or information request.</i>	Up to 12 months after the end of service	Legal obligation
	<i>Information provided by user for support questions.</i>	Up to 12 months after the end of service	Execution of the agreement
	<i>Call recordings when you call us.</i>	1 year	Legitimate interest. Plan-IT International B.V. uses these conversations to train its support staff and as proof of agreements made.
<u>Internet connection</u>	<i>Serviceld connection, Lineld and public IP address.</i>	Up to 12 months after the end of service	Execution of the agreement
<u>247 Alarm</u>	<i>Contact details key holders.</i>	Up to 12 months after the end of service	Execution of the agreement
<u>Website</u>	<i>Visit statistics, functional and statistical cookies.</i>	3 years	Legitimate interest. Plan-IT International B.V. uses this data to

			improve its websites, to see which functionalities or articles are popular and to strengthen security.
<u>Website</u>	<i>Filled in contact form details.</i>	Up to 12 months after the end of service	Execution of the agreement

Social media and other websites

Buttons are included on the website to follow Plan-IT International B.V. via social media. These buttons are realized by code supplied by the various social media companies themselves. This code can, among other things, place a cookie.

The website may contain links to websites of third parties. Although these website(s) have been selected with care, Plan-IT International B.V. bears no responsibility with regard to these third parties and the way in which they handle (personal) data.

Cookies

A cookie is a small text file that is placed on your computer by a web page server. Cookies are unique per user and can only be read by a server in the domain that sent the cookie to your computer.

On our website, cookies are used exclusively for keeping statistics. The IP address is anonymized and our cookies do not contain any personal information.

You can choose whether or not to accept cookies. Most browsers automatically accept cookies, but you can usually change your browser settings so that cookies are not accepted if you prefer. If you choose not to accept cookies, you may not be able to take full advantage of the interactive features of this website or other websites you visit.

Newsletter

Users can sign up for the newsletter of Plan-IT International B.V., with which we inform interested parties about new developments, new products/services or other information of interest. Your email address will be added to a list of subscribers with your explicit permission. Every newsletter contains a link with which you can unsubscribe.

Provision to third parties

Plan-IT International B.V. uses third parties to provide certain services. Insofar as these parties have access to your data when performing these services, Plan-IT International B.V. has taken contractual and organizational measures so that your data is processed exclusively for the above purposes. If a supplier is located outside Europe, Plan-IT International B.V. guarantees that the processing of your data is covered with the same guarantees as with processing by a supplier in Europe.

In some situations, Plan-IT International B.V. is legally obligated to hand over your data to the authorities, for example in the context of a criminal investigation. Plan-IT International B.V. is also obligated to send your telephone number when calling the emergency number 112.

If you have a protected telephone number, we will provide your number to other providers for the purpose of shielding the called number on the bill.

Rights data subjects

Based on European privacy legislation, you have various rights that you can exercise with regard to your data. Your rights are described in this paragraph. If you wish to exercise one or more rights, please contact us. You can do this by sending a letter to our address or by sending an email. In order to be able to process your request, Plan-IT International B.V. requires at least the following information from you:

- Your full name;
- your address;
- a copy of a valid proof of identity (make sure you provide the copy with a watermark and cover the citizen service number).

In order to guarantee your rights, it may in some cases be necessary to receive additional information from you.

Access to your data

You have the right to know which of your data is processed by Plan-IT International B.V. You can submit a request for access to us by letter or e-mail. You will find our contact details at the bottom of this page.

Correction of your data

If the data available to Plan-IT International B.V. is incorrect, you can have the incorrect data corrected. Please contact us for this. We expect you to indicate in your message or letter which information is incorrect and how this information should be corrected.

Objection and removal of your data

In certain cases, you can request that we stop processing your data and delete it. Such a request is possible, for example, if you no longer use our services or if you have serious objections to the processing of your data. If you have serious objections to the processing of your data, we expect you to indicate in your request what your objections are.

Restricted Processing

If you want to correct your data or have it removed, you can have the processing temporarily stopped while your application is being processed by us. Despite a possible limitation, we may continue to store your data. When it becomes clear that your request is justified, we will carry out your request. If Plan-IT International B.V. is of the opinion that your request is unfounded, the processing of your data will be resumed.

Transfer of your data

You can request a copy of your data that we have in our possession. The copy only concerns the data that we have processed with your consent or for the execution of your agreement with your service provider. We will provide the copy in a common file format.

Withdrawal of given consent

If you have given permission for the processing of your data, you can withdraw this permission at any time.

Contact details

For questions about this privacy statement and the processing by Plan-IT International B.V., please contact us via the contact details at the beginning of this document.

A request for inspection, correction and/or removal, or limitation and objection can be submitted in writing by email or by mail. You can make a request for data portability by contacting us by email, mail or telephone. With these requests we may ask you for identification.

Complaints

If you have a complaint about the processing of your personal data by Plan-IT International B.V., please contact our data protection officer using the contact details below to submit your complaint. As a data subject, you also have the right to lodge a complaint with the supervisory authority.

privacy@plan-it.nl

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Amendments

Plan-IT International B.V. reserves the right to amend this privacy statement. Changes will be published on this website. Plan-IT International B.V. therefore advises the user to regularly check this page to see if any adjustments have been made. The current privacy statement was updated on July 1, 2021.