

## PRIVACY STATEMENT

This is the Privacy Statement of Elestor BV (and all its subsidiaries, hereinafter referred to as "Elestor," "we," "us" or "our"), a company having its address at Westervoortsedijk 73, Building BF, 6827 AV Arnhem, and registered with the Chamber of Commerce under number 59735937.

This Privacy Statement explains how Personally Identifiable Information ("Information") is collected, used, shared and protected. This information is collected (the "Service") when you:

- visit our website with your computer, tablet or mobile phone ("Computer"); or
- use one of the information request forms on the website; or
- enter into a legally binding contract or agreement with Elestor.

All information is processed in accordance with the General Data Protection Regulation (the "GDPR"), the GDPR-based legislation, European Privacy Laws and the other current privacy legislation.

By using the Service, you understand and agree to the collection and use of information in accordance with this Privacy Statement. Our Privacy Statement applies to all visitors, users, (potential) employees, customers, vendors, and others who access the Service ("Users").

### What kinds of information do we collect?

#### Information you provide

Through different forms, we collect the following personal information, with which you have provided us directly:

- 1) **Contact form** (<https://www.elestor.nl/contact/>)
  - a) Your first name;
  - b) Your last name (optional input);
  - c) Your e-mail address;
  - d) Your company name (optional input);
- 2) **Follow vacancies** (<https://www.elestor.nl/careers/>)
  - a) Your e-mail address
- 3) **Scientific downloads** (<https://www.elestor.nl/scientific-downloads/>)
  - a) Your first name (optional input)
  - b) Your e-mail address
- 4) **Communications between you and Elestor** (we may send you Service-related emails).
- 5) For a **legally binding contract or agreement** all personal data required to be able to meet the minimum requirements set by laws and regulations in order to perform the contract or agreement in a legally binding manner.



- All data from categories 1 to 4 are stored on an encrypted, access-limited cloud-based data server within the EU.
- Data from category 5 is stored on an encrypted and access-limited data server within the EU, and for as far as legally required hard-copies are available in secured storage locations
- If we receive an opt-out message from you, like when you use the opt-out option to inform us of your wish as standard included in every mailing, all your data are immediately destroyed and removed from the CRM system.

### **Anonymous analytical information**

In addition to the logged data that you provided us directly with in forms, as described in the above, statistical data are collected whenever you visit our website. These data do not contain any Personal Identifiable Information and cannot be connected to individual person(s). The data as collected for each website visitor are for example:

- Country from which the website is visited (but not the IP-address)
- The pages that were visited and the duration thereof
- Browser type
- Operating system
- Type of computer (tablet/desktop/smartphone)
- No. of returning visits

### **How do we use this information?**

We use all of the information we have to help us provide and support our Services. Here is how:

- a. remember information, so you will not have to re-enter it during your visit or the next time you visit the Service;
- b. provide, improve, test, and monitor the effectiveness of our Service;
- c. monitor metrics such as total number of visitors, traffic, and demographic patterns;
- d. diagnose or fix technology problems;
- e. develop and test new products and features; and
- f. to comply with our legal obligations

### **How is this information shared?**

None of the collected data is and will not be rent or sold to third parties outside Elestor.

### **Change of control**

If we sell or otherwise transfer part or the whole of Elestor or our assets to another organization (e.g., in the course of a transaction like a merger, acquisition, bankruptcy, dissolution, liquidation), your information collected through the Service may be among the items sold or transferred. The buyer or transferee will have to honor the commitments we have made in this Privacy Statement.



### **Legal requests and preventing harm**

We may access, preserve and share your information in response to a legal request (like a search warrant, court order or subpoena) if we have a good faith belief that the law requires us to do so. We may also access, preserve and share information when we have a good faith belief it is necessary to:

detect, prevent and address fraud and other illegal activity; to protect ourselves, you and others, including as part of investigations; and to prevent death or imminent bodily harm. Information we receive about you may be accessed, processed and retained for an extended period of time when it is the subject of a legal request or obligation, governmental investigation, or investigations concerning possible violations of our terms or policies, or otherwise to prevent harm.

### **Safety and security**

Elestor has taken appropriate technical and organizational measures by using the latest technologies to protect your information against loss or unlawful processing. We use safeguards to help keep the information collected through the Service secure. However, Elestor cannot ensure the security of any information you transmit to Elestor or guarantee that information on the Service may not be accessed, disclosed, altered, or destroyed. We request you to do your part to help us. You are responsible for controlling access to emails between you and Elestor, at all times. We are not responsible for the functionality, privacy, or security measures of any other organization or individual.

### **Data residency and sovereignty**

If you are located outside EU and choose to provide information to us, please note that we transfer the information to EU, and is thus subject to the General Data Protection Regulation (GDPR) and European Privacy Laws. Your consent to this Privacy Statement followed by your submission of such information represents your agreement to that transfer.

### **Retention period**

In accordance with the law, Elestor does not retain data any longer than is required for attaining the purposes for which they were collected.

### **Inspection and correction**

If you want to use your Right of Access, Right to Erasure or if you wish to amend data that you cannot amend via your account, please contact Elestor at [info@elestor.nl](mailto:info@elestor.nl)

Prior to effectuating your request, we will require to establish your identity with sufficient certainty, whereby we may require you to provide us with additional prove of identity.



### **Third-party applications, websites and services**

We are not responsible for the practices employed by any applications, websites or services linked to or from our Service, including the information or content contained within them. Please remember that when you use a link to go from our Service to another application, website or service, our Privacy Statement does not apply to those third-party applications, websites or services. Your browsing and interaction on any third-party application, website or service, including those that have a link on our Services, are subject to that third party's own rules and policies.

### **Children's privacy**

Our Service does not address anyone under the age of 13 ("**Children**"). We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your Children has provided us with personal information, please contact us. If we become aware that we have collected personal information from a child under age 13 without verification of parental consent, we take steps to remove that information from our servers.

### **Changes to this Privacy Statement**

We may modify or update our Privacy Statement from time to time. We will notify you of any changes by posting the new Privacy Statement on this page. You are advised to review this Privacy Statement periodically for any changes. Changes to this Privacy Statement are effective when they are posted on this page.

### **How to contact us**

If you have any questions about this Privacy Policy of the Service, please send an email to [info@elestor.nl](mailto:info@elestor.nl).