

PRIVACY STATEMENT

Data protection is of paramount importance to TKH Security B.V. The processing of your personal data is in line with the General Data Protection Regulation (GDPR) and in accordance with the country-specific data protection regulations that apply to TKH Security B.V.

Through this privacy statement, we inform you about the nature, scope and purpose of the personal data we collect, use and process, as well as about your rights and how you can exercise them.

Name and address of the controller

TKH Security B.V.
Werner von Siemensstraat 7
2721 PN Zoetermeer
Netherlands
Phone: +31 79 363 8111
E-mail: privacy@tkhsecurity.com

Applicability of this Privacy Statement

This privacy statement applies to the website www.tkhsecurity.com and all personal data that we process of website visitors, customers, suppliers, job applicants and other relations.

In addition to this privacy statement, visitors to our physical location also have a specific privacy statement regarding camera surveillance.

In addition to this privacy statement, users of our ATLAS Access Control and IPROTECT Access Control services are also subject to the specific privacy statements regarding the use of the ATLAS App and IPROTECT Access App.

The specific privacy statements supplement this general privacy statement and take precedence over this general statement.

Processing of personal data and legal basis

We process personal data in the following cases:

- **Use of website**

Our websites use cookies. The use of cookies allows us to offer user-friendly services to the users of our website and to tailor them as closely as possible to the visitors.

When you visit our website, you can choose to refuse cookies and you can also set your internet browser to permanently refuse cookies. You can read our full cookie policy on our website.

In the process described above, we process the following personal data:

- **technical data of the device you use to visit our website** (e.g. from your smartphone/tablet/laptop), such as IP address, MAC address, browser used, language settings, operating system, service provider, type of device.
- **your surfing behaviour on the website**
Mouse and click behaviour and the duration and time of your visit to our website.

Legal basis: the basis for this processing is your consent.

• **Contact**

If you send us a question or comment via the contact form on our website, we will process the personal data that you have provided to us yourself. We use this information to contact you.

- Company
- First and last name
- E-mail address
- Telephone number

Legal basis: the basis for this processing is your consent.

• **Customer Portal**

If you create an account in our customer portal, we will process the personal data that you have provided to us yourself. We use this information to contact you:

- Company
- First and last name
- E-mail address
- Telephone number

Legal basis: the basis for this processing is your consent.

• **Chatbot**

If you use our chatbot, we process the personal data that you have provided to us yourself and data that the chatbot collects. We use this data for optimal service via the chatbot or to contact you:

- Company
- First and last name
- Email address (if you have provided it)
- Phone number (if you have provided one)
- Messages exchanged
- Activity status (online/offline)
- IP address and device type
- Location and time zone

Legal basis: the basis for this processing is your consent which you give by using the chatbot.

- **Agreement and regular business operations**

For the provision of services and the sale of goods, we process your personal data in order to be able to perform the agreement we have entered into with you. For this purpose, we may process the following data:

- Company
- Address
- First and last name
- E-mail address
- Telephone number
- Payment & Billing Information

Legal basis: the basis for this processing is the performance of the agreement.

- **Applicants**

When you apply for a job with us, we process your personal data in preparation for the possible conclusion of an employment contract. If you are not employed after the application procedure has ended, we will delete your personal data six weeks after the end of the application procedure. We may store this data for a possible future suitable vacancy for one year, if you give your consent. We may process the following data:

- First and last name
- E-mail address
- Address
- Curriculum vitae
- Motivation letter
- Credentials
- Any other information provided by you

Legal basis:

The basis for this processing during the application procedure is the preparation for the possible conclusion of an employment contract. At the end of the application procedure, the basis is based on your consent.

Retention period

We only store personal data for the duration that you enter into an agreement with us or wish to use our customer portal. No later than one year after termination of the agreement or after the last login to the customer portal, your personal data will be deleted, unless we need to retain data for a longer period of time in order to be of service to you in the future or to comply with a legal obligation.

Data that you enter via the contact form on the website will be stored for the period that is necessary for the complete response and handling according to the nature or content of the contact form. The personal data will be deleted no later than six months after processing.

For job applicants, we will not store your data for longer than six weeks after the end of the procedure, unless you have given permission for it to be stored for a longer period. In the latter case, we will not store your data for more than one year. Upon commencement of employment, we will include your data in the personnel file.

Disclosure to third parties

The basic principle is that your data is only accessible to TKH Security employees to the extent necessary for the performance of their tasks. If we provide your data to third parties, we will only do so if this is required by law, is necessary for the execution of our agreement or to protect our legitimate interest

Our cloud environment is hosted by a company within the European Union. In addition, we use external parties for the maintenance of our systems.

All third parties engaged by us are selected by us on the basis of strict data protection criteria. We have entered into processing agreements with these parties. They work in accordance with all relevant laws and regulations, our security requirements and they only process personal data for the agreed purposes. We declare that your personal data will not be resold.

Security

TKH Security takes the protection of your data seriously and takes appropriate technical, physical and organisational measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised changes (as much as possible). This is done, among other things, by means of the IT security policy, by training employees and by using secure storage and connections.

If you have the impression that your data is not properly secured or if you have indications of misuse, please contact us at privacy@tkhsecurity.com.

If a data breach does occur, we will notify the Dutch Data Protection Authority if necessary.

What are your rights?

You can contact us if you wish to exercise your right to:

- **Explanation** of which personal data we process
- **access** to your personal data that we process;
- **rectification** of your personal data;
- **the erasure** of your personal data;
- **restriction** of the processing of your personal data;
- **transfer** your personal data; and
- **objecting to** our processing of your personal data

Automated decision-making

TKH Security does not use automated decision-making or profiling.

Withdrawal of consent

You can withdraw your consent to the processing of your data at any time.

Exercising your rights

To exercise your rights, please send an email to our Privacy Officer at privacy@tkhsecurity.com.

We may ask you for more information if we are unable to identify you as a user.