
PRIVACY STATEMENT

SYNBRA HOLDING B.V.



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Client : Synbra Holding B.V.
Version : 1.0
Version date: 02-03-2018

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The logo for Synbra, featuring the word "Synbra" in white, bold, sans-serif font, centered within a solid orange rounded rectangle.

Synbra

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PRIVACY STATEMENT

GENERAL

We at Synbra Holding B.V. and all affiliated companies ('Synbra') take your privacy seriously and we maintain a strict privacy policy. In some cases we do need to process your personal data. For the protection of your privacy we have set the following ground rules:

1. We handle your personal data with care. We limit the use of your data and always consider your data to be confidential.
2. We take the necessary precautions to secure personal data and see to it that our suppliers do the same.
3. We comply with the General Data Protection Regulation (GDPR) and other relevant privacy rules and regulations.

This privacy statement explains how we handle your personal data.

WHICH DATA DO WE COLLECT AND FOR WHICH PURPOSES?

We collect and process personal data for the following purposes:

- a. To (potentially) enter into an agreement with you.

If you want to become a customer with Synbra we will need some of your personal data, such as contact details. We may use your personal data to identify you and/or your role at your company and to make sure we can provide you with the right products or services.

- b. To maintain our relations with you and to perform our contract.

We sometimes need your personal data to perform our contract with you. When you are our customer, we would also like to keep in touch and may use you (company) contact details for that purpose. Our sales people may also make notes of the personal information you share with them.

- c. To perform contracts and maintain relations with our suppliers.

We also use personal data to keep in touch with our suppliers and in order to perform contracts with them. In certain cases we will need to use personal data from the employees of our suppliers, because we have a legal obligation to do so or because we need to identify people for security purposes.

- d. For the development and improvement of our products and services.

In order to provide you with high quality products and services we are constantly developing and improving our production. In certain cases we will process personal data for this purpose, for instance in relation to customer complaints.

e. For promotion and marketing purposes.

Synbra may use your personal (contact) data for promotion and marketing purposes of Synbra. For instance to inform you about a new product you may find interesting or to ask for your feedback. If you do not wish to receive such information, please let us know via privacy@synbra.com. We never sell or share your personal data for the commercial purposes of third parties.

We also collect information indirectly from you, from the device you may be using when you interact with one of our websites. This can include your geographic location, which for example may be required to present our site to you in a certain language. We may also collect information from cookies placed on your computer or your device. See our [Cookie Policy](#) for more information about our use of cookies.

THIRD PARTIES

Synbra only provides your personal data to external parties whom we hire to process data on our behalf, for the purposes as stated above or to third parties who are necessarily involved in those processes. Such external parties may be:

- Software application suppliers
- Marketing companies
- Transportation companies

We have taken measures to ensure the data is not used for any other purposes (for instance by entering into Data Processing Agreements).

In certain cases Synbra may be faced with a legal obligation to provide authorities with personal data. We will always review such requests with the utmost care.

In all other cases we will we ask you for your consent, which you can refuse or withdraw at any time.

SECURITY

The security of your personal data is very important to us. We take security measures (technical and organisational) to protect your stored personal data against access by unauthorised people, manipulation, loss, destruction or unauthorised publication. These security measures are continually improved in line with the technological development. Our employees are bound by confidentiality.

We make sure our suppliers follow the same standards.

RETENTION TIME

Synbra does not store your data any longer than we are legally obliged to or than we deem necessary. The exact retention time of data depends on the type of data and the purpose it was collected for.

When we no longer need to store your data we will make sure it is deleted completely and with the utmost care, when applicable this is done by certified specialist companies.

It is possible that we may have collected data in the past that should not (or no longer) be in our systems. By applying retention policies we are trying remove such data as much and as quickly as is reasonably possible.

YOUR RIGHTS

If you have any questions, remarks or complaints about the way we handle your personal data, you can contact our Privacy Officer, via privacy@synbra.com. You also always have the following rights:

- Right to access

You have the right to know whether we process any of your personal data and which data that are. You also have the right to know for which purposes we process your data and who we share your data with. We can provide you with a copy of your own data. The personal data of others will not be visible in such documents.

- Right to rectification

You have the right to rectify or add to your personal data, should these be incorrect or incomplete for the purposes they were collected for.

- Right to erasure ('right to be forgotten')

You have the right to ask Synbra to delete your personal data. Synbra has to comply with this request if:

1. The personal data are no longer necessary in relation to the purposes for which they were collected;
2. The data have been processed unlawfully;
3. The processing was based on your consent and you have withdrawn your consent;
4. There is a legal obligation to delete the data;
5. The data are processed as part of profiling to which you have a legitimate objection.

- Right to restriction of processing

You have the right to restriction of processing where one of the following applies:

1. You contest the accuracy of the personal data;
2. the processing is unlawful and you oppose the erasure of the personal data and requests the restriction of their use instead;
3. Synbra no longer needs the personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims;
4. You have objected to processing as part of profiling and are awaiting verification of the legitimacy of the obligation.

- Right to object

You have the right to object, in certain cases and on grounds relating to your particular situation, to processing your personal data.

You will receive an answer from us within 4 weeks in all cases.

CHANGING THE PRIVACY STATEMENT

We may change our privacy statement when needed. Please check back here from time to time to keep up to date with the way we handle your personal data.

CONTACT

Still have questions regarding your privacy of this statement? Please contact our Privacy Officer at privacy@synbra.com, he will be happy to answer all your questions.