

Privacy and Cookie Statement

In order to answer your questions and provide you with a good and accurate service, we need your Personal Data. For this purpose, the data needs to be processed. This Privacy and Cookie Statement is intended to inform you clearly and transparently about this process. Knowfort Technologies B.V. (hereinafter referred to as “**Knowfort**”) will ensure that the Personal Data we receive from every user of our Website will be treated confidentially and in accordance with the requirements of the General Data Protection Regulation (GDPR).

In addition, we use cookies and other technologies on our Website. To guarantee your privacy and improve the user-friendliness of your visit(s) to our Website, we find it important for you to know how and why we use these cookies. If you do not want cookies to be processed, you can do this by clicking the ‘do not agree’ button in the cookie bar.

1. Definitions

This “**Privacy and Cookie Statement**” (or abbreviated as “**Statement**”) answers the most important questions regarding the processing of data and the use of cookies on our “**Website**”, www.knowfort.com. This Statement describes how Knowfort, as Controller within the meaning of Article 4 of the GDPR, processes data and uses cookies and applies to all persons whose data is processed by the Controller. These persons, the “**User(s)**”, are the people with whom the Controller has, wants or has had an indirect or direct business relationship and include the following persons:

- i. (potential) customers;
- ii. applicants;
- iii. people who show interest in Knowfort’s company and its services and products;
- iv. people associated with a company or organisation with which Knowfort has a partnership;
- v. Website visitors;
- vi. all other persons who contact Knowfort.

2. Personal data

“**Personal Data**” refers to information about an identified or identifiable natural person. Depending on the use of the Website by Users, Knowfort may process the following Personal Data of its Users: name, (e-mail) address, telephone number, data relating to the User’s device (e.g., IP address), communication preferences and information obtained through cookies about the User’s browsing behaviour (e.g., time of access of the Website and what parts were visited).

This data is collected by Knowfort in the following way(s):

- i. When the relevant User has provided his or her Personal Data to Knowfort via the Website;

- ii. When the relevant User requests information about the services and products of the Knowfort;
- iii. By placing a request for Knowfort's services or products;
- iv. By being generated based on the User's use of Knowfort's services or Website, including through cookies;
- v. From third parties

3. Goals and grounds for processing Personal Data

Knowfort processes the Personal Data of the Users based on the legal grounds laid down in the GDPR: consent, performance of a contract (to be concluded), legal obligations, legitimate interests, in order to protect the safety of data subjects.

Knowfort processes certain Personal Data to serve its legitimate interests. Our legitimate interests include marketing, advertising, research of its own products or services, IT management and security and sharing with parties affiliated with Knowfort.

The User's Personal Data shall be processed for the following purposes based on the following grounds:

Goal	Ground(s)
Providing products or services, including offering customer services or technical support and processing requests related to the products or services	Performance of a contract; legitimate interests
Improving the products or services offered, including by analysing their use	Performance of a contract; legitimate interests
Entering into and maintaining a customer relationship with the User, for example for sending informative messages about products or services or responding to questions and requests from the User	Performance of a contract; legitimate interests
The handling, management and invoicing of orders	Performance of a contract; legitimate interests
Sending Users information about Knowfort's company and (new) products or services, which suit the Users' interests.	Legitimate interests; consent
Marketing and advertisement purposes, such as offering targeted advertisements based on User's interests, using cookies and similar technologies to collect the relevant	Legitimate interests; consent

Knowfort may provide User's Personal Data to its group companies for the same purposes as referred to above. These group companies will also process the User's data in accordance with this Statement. In no event will Personal Data be transferred to parties located in countries outside the European Economic Area, which do not have an adequate level of protection, without prior consent. Further, User's Personal Data will only be provided to (or used on behalf of) third parties for direct marketing purposes after the User has been offered the opportunity to object thereto.

4. Minors

Knowfort understands the need to take extra precautions when it comes to the privacy and security of minors. While the Website is designed and intended for use by adults, Knowfort will when it feels appropriate or when required by applicable data protection laws and regulations, obtain consent from a parent or guardian before collecting Personal Data.

If you, as a User, are a minor you should review the terms of this Statement with a parent or guardian to ensure that you understand and accept the terms. If Knowfort learns that we have collected information from minors without their consent, it will delete that information as soon as possible.

5. Sharing Personal Data with third parties

Knowfort will only share Personal Data with third parties to the extent necessary for the provision of services in accordance with the above-mentioned purposes. This could include entering into an agreement or engaging another third party on behalf of and on the instructions of Knowfort, such as delivery services and suppliers. In addition, Knowfort can provide Personal Data to a third party, such as an organisation with public authority if there is a legal obligation for this purpose.

A processing agreement will be concluded with the third-party processing Personal Data on behalf of and on the instructions of Knowfort, as a result of which that third party will also be obliged to comply with the GDPR. Third parties engaged by Knowfort, who offer services as processing controllers, are responsible for their own processing of Personal Data.

6. Linked sites

Please be aware that this Privacy and Cookie Statement does not apply to other websites, also:

- i. if a User accesses these other sites using a link on the Website; or
- ii. if a User links to the Website from another website.

7. Cookies

Knowfort uses cookies and other techniques to improve the user-friendliness of visiting the Website. If a User does not wish for his or her cookies to be processed, he or she can opt out by clicking 'do not agree' in the cookie bar.

7.1. What are cookies?

A cookie is a simple small text file that a website puts on a computer hard drive when the website is visited. Cookies are sent along with the pages on Knowfort's Website. The information stored in them can be sent back to the servers the next time the User visits the Website. This enables the Website to recognise the User on his or her next visit. The most important function of cookies is to distinguish one User from another. The User can refuse the use of these cookies at any time, although this may limit the functionality and usability of the Website.

7.2. Functional cookies

Knowfort uses functional cookies. These are cookies that the Website installs itself. Functional cookies are necessary for a proper functionality of the Website. These cookies are placed by default and will not be removed if a User does not accept them. Functional cookies do not store any Personal Data and do not contain any data by which a User can be traced. This is often applied at Google. This information is anonymized as much as possible. A User's IP address will not be transmitted to Google. In addition, Knowfort does not share any data with Google and Google is therefore not allowed to use the data obtained through the Website for its own purposes.

7.3. Analytical cookies

Knowfort uses analytical cookies to track user behaviour and general trends and to obtain reports. In this context, analytical cookies are used to process the Personal Data of website visitors. Analytical cookies enable Knowfort to measure website visits. These statistics provide Knowfort with insight into how often the Website is used, what information visitors are looking for and which pages on the Website are viewed the most. This enables Knowfort to know which parts of the Website are popular and where the Website can be improved. The traffic on the Website is analysed to improve the Website and make the experience as pleasant as possible for visitors. The statistics that are collected are not traceable to people and are anonymized. Google may provide this information to third parties if Google is legally obliged to do so or to the extent that third parties process information on Google's behalf. By using the Knowfort Website, the User consents to the processing of data about him or her by Google in the manner and for the purposes set out above.

7.4. Cookies for social media integration

Knowfort also uses cookies to enable social media integration. The Website includes links to the social networks Facebook, Twitter, LinkedIn and Pinterest. These links make it possible to share or promote pages on these networks. The code to create these links is provided by Facebook, Twitter, LinkedIn and Pinterest itself. These

codes include a cookie. This allows the social networks to recognize the User when the User is logged in to that social network. Knowfort has no influence on the placement and use of cookies by these third parties. For more information about the data that the social networks collect, Knowfort refers to the privacy statements of Facebook, Twitter, LinkedIn and Pinterest.

7.5. Removal of cookies

If a User does not want Knowfort to store cookies via the Website, he or she can disable the acceptance of cookies in the browser settings. This will ensure that cookies are no longer stored. However, without cookies some functions of the Website may not work properly or not at all. Since cookies are stored on the User's own computer, it is only possible to delete them individually. Please consult the manual of the relevant browser for more information.

8. User rights

Based on the new privacy legislation, Users have certain rights when their Personal Data are processed:

- i. Access: the right to ask which Personal Data Knowfort processes and to view into this data.
- ii. Correction or addition: the right to submit a request to correct or complete incorrect or incomplete Personal Data.
- iii. Erasing date: the right to request that Knowfort erase the Personal Data processed about the User. Knowfort will delete these Personal Data in the following cases:
 - a. if it is no longer necessary for the purpose for which they were obtained.
 - b. if Users withdraw their consent to the processing of the data and there is no other legal ground for data processing;
 - c. if Users object to the data processing and there are no compelling grounds for further processing;
 - d. if the data has been unlawfully processed;
 - e. if the data must be deleted based on a statutory provision.
- iv. Restriction of processing: the right to ask Knowfort to restrict the processing of Personal Data if the User is of the opinion that it is not necessary for Knowfort to process certain details of the data.
- v. Transferability of data: the right to obtain an overview of the data that Knowfort processes from the User and to transfer these data to another party.
- vi. Objection: the right to object to the processing of the User's Personal Data at any time.

A request for inspection, correction, addition, deletion restriction, transferability of data or withdrawal of previously given consent, can be sent to Knowfort by sending an e-mail to info@knowfort.com. After receiving the User's request request, the User will be notified by Knowfort within four weeks. There may be circumstances in which

Knowfort cannot, or cannot fully, fulfil the request for example regarding statutory retention periods.

9. Storage term

Knowfort saves the User's Personal Data no longer than is necessary for the above-mentioned purposes, under the required data processing laws and regulations. The maximum retention period is two years. In relation to functional cookies, continuous consent is used. Functional cookies ensure that its Website functions properly and that the User can easily use the Website. Functional cookies do not store any Personal Data and do not contain any data that can be used to track the User. The use of these cookies does not require permission from you as a User to the Website.

10. Changes

This Statement may change from time to time as a result of new developments. The most current Statement can be found on the Website. Knowfort advises Users to read this Statement regularly as to be aware of these changes. The latest date of changes can always be found here.

This Statement was last modified on (16 February 2021).

11. Contact

Knowfort is responsible to process the Personal Data of Users of its Website as meant in Article 4 of the GDPR. Knowfort Technologies B.V. (Chamber of Commerce number 14107258 / VAT number NL820069954B01) is located at Urmonderbaan 22 in (6167 RD) Geleen. For questions about this Statement Knowfort can be reached by sending an e-mail to info@knowfort.com.