

## **Privacy statement HFL**

### **Introduction**

HFL takes your privacy very seriously and shall handle your personal data with the utmost security and care. In this Privacy Statement you will learn how we handle your data as well as learn about your rights concerning our processing of your data. We advise that you read this Privacy Statement thoroughly. Should you have any questions or remarks, please contact us at [info@hfllaboratories.com](mailto:info@hfllaboratories.com).

### **Who is HFL?**

HFL is the besloten vennootschap HFL Laboratories BV, with registered office at (5175 AX) Loon op Zand listed at the Traderegister of the Dutch Chamber of Commerce under 52725820.

HFL is as the controller ultimately responsible with regard to the processing of your personal data.

### **How does HFL use your personal data?**

Underneath you will find an overview of the purposes for the processing of your personal data. You will also find a specification of which data HFL uses for that specific purpose, the legal justification, and the amount of time HFL keeps this data. For clarity's sake, we have categorised the purposes.

#### *Services, customer management and financial administration*

Purpose: Order Management

Information: Delivery address, Billing address, Email, Phone, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Handling complaints



Information: Delivery address, Billing address, Email, Phone, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Invoicing

Information: Delivery address, Billing address, Email, Phone, Account number, Order Number, Complaint content, COC number, VAT number, Customer number

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Services

Information: Data necessary to provide the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

Purpose: Handling complaints

Information: Data necessary to provide the service

Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose



Purpose: Invoicing  
Information: Data necessary to provide the service  
Legal basis: Necessary for the performance of a contract  
Storage period: As long as necessary for this purpose

Purpose: CRM  
Information: Name, Username, Email, Location, Social media account, Browser, Phone  
Legal basis: Legitimate interests  
importance: Commercial interests  
Storage period: As long as necessary for this purpose

Purpose: Job application  
Information: Name, Username, Email, Location, Social media account, Browser, Phone  
Legal basis: Legitimate interests  
importance: Commercial interests  
Storage period: As long as necessary for this purpose

*Marketing*

Purpose: Direct marketing  
Information: Name, Email, Click behaviour Legitimate interests

Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: As long as necessary for this purpose

Purpose: Newsletter  
Information: Name, Email, Click behaviour Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: As long as necessary for this purpose

Purpose: Social media marketing  
Information: Name, Email, Click behaviour Legitimate interests  
Legal basis: Legitimate interests  
Interest concerned: Commercial interests  
Storage period: As long as necessary for this purpose

*Website*

Purpose: Account  
Information: Name, Address, Email, Username  
Legal basis: Necessary for the performance of a contract  
Storage period: As long as necessary for this purpose

Purpose: Submitting reviews or messages  
Information: Name, Address, Email, Username



Legal basis: Necessary for the performance of a contract

Storage period: As long as necessary for this purpose

*Security and fraud prevention*

Purpose: data security

Information: Phone, Professional activities, Name, Address

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

*Research and Development*

Purpose: Market research

Information: Email, Phone, Behavioural data

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

Purpose: Scientific research

Information: Email, Phone, Behavioural data

Legal basis: Legitimate interests

Interest concerned: Commercial interests

Storage period: As long as necessary for this purpose

## **How did we obtain your personal data?**

HFL has obtained your data because you have provided this data to us. .

## **What are your rights?**

Under the European General Data Protection Regulation you have a number of rights with regard to your data and the processing thereof:

### **Access**

You may access your personal information and make any necessary changes in your account. If you would like to see which personal data HFL has obtained about you, you may exercise your right of access by submitting a request to HFL.

### *Making changes*

If you wish to make changes to the personal information that you have seen as a result of a request for access and you are unable to make the changes yourself in your account, you may request that HFL makes these changes for you. You may request that HFL modifies, corrects, supplements, erases or shields your information.

### *Restriction of processing of personal data*

You also have the right, under certain conditions, to ask HFL to restrict the processing of your personal data.

### *Right to object*

If processing of your data takes place on the grounds of 'legitimate interest' by HFL or a third party, you have the right to object to that processing.

### *Portability of data*

You have the right to obtain your personal data from HFL. HFL will provide this in a structured and commonly used format, which can easily be opened using commonly used digital systems.

### *Withdrawing consent*

When the legal basis for a particular processing is your explicit consent, you have the right to withdraw that consent. This does not affect past processing, but does

mean that we will no longer be allowed to process this data in the future. It may also result in HFL no longer being able to provide you with certain services.

#### *Response from HFL*

A request can be sent to [info@hfllaboratories.com](mailto:info@hfllaboratories.com). HFL will comply with your request as soon as possible and in any case no later than one (1) month after HFL has received such a request. If HFL rejects your request, we will indicate in our reply why the request was rejected.

#### *Recipients of your personal data*

Your data may be transmitted to:

- Data processors

It is possible that HFL is required to submit your data to a third party, for example to fulfil a legal obligation.

#### **Can changes be made to this Privacy Statement?**

This Privacy Statement is subject to changes. We therefore advise you to regularly read the Privacy Statement for any such changes.

#### **Questions, remarks, and complaints**

If you have any questions regarding this Privacy Statement or the way in which HFL uses your data, you can send an e-mail to [info@hfllaboratories.com](mailto:info@hfllaboratories.com). If you have a complaint about the way your data is processed, please send an e-mail to [info@hfllaboratories.com](mailto:info@hfllaboratories.com). Furthermore, you always have the right to contact the competent national data protection authority. In The Netherlands, this is the Autoriteit Persoonsgegevens.