

## Ahrend Portal Privacy Policy

This Privacy Policy applies to the personal data pertaining to you that we process after you have logged in to the Ahrend Portal using the authorisation procedure (for Single Sign On: your employer's authorisation procedure). Your data that we process is the data you have entered on the order form or the data that your employer has provided to us.

Koninklijke Ahrend places a high priority on your privacy, and will handle the personal data of users of the Ahrend Portal with the greatest of care. Therefore, we can confirm that the personal data will only be processed in accordance with applicable law.

This Privacy Policy describes how Koninklijke Ahrend handles, collects and uses personal data. For these purposes, "personal data" is defined as: points of information that can be used to identify or trace actual, existing natural persons.

### What personal data does Koninklijke Ahrend collect, and why?

Koninklijke Ahrend may only use personal data for business purposes or other lawful purposes, and under the following circumstances:

- when this is necessary for our justified interests, including in connection with the proper functioning and operation of the Ahrend Portal (for example, process improvements and maintenance of the Ahrend Portal);
- when this is necessary for the performance of an agreement.

### Use of personal data for you as employee of the customer

#### *Ahrend Portal*

If you order products for yourself through the employer on the Ahrend Portal, we process your name, e-mail address, telephone number and delivery address. This personal data is required in order to fulfil the order, keep you informed of the status of the order, and (depending on the arrangements made with your employer) provide warranty, service and return functions. Without the provision of this data, it is not possible to place an order.

### Use of personal data for you as customer

#### *Ahrend Portal*

When you use the Ahrend Portal to order products for all employees on behalf of your employer, we process the following personal data of your employees: name, email address, telephone number and delivery address. This personal data is required in order to fulfil the order, keep the employee informed of the status of the order, and (depending on the arrangements made with your employer) provide warranty and service functions. Without the provision of this data, it is not possible to place an order.

### *Exact*

When you enter personal data into the Ahrend Portal, it is imported into our ERP system in Exact. This system is used to streamline the financial and logistics processes, such as preparing the order confirmation and sending invoices.

### *Asset management system*

The email address and (if applicable) delivery address of the employee is then imported, once only, into the Asset Management system; this links the product delivered to the specific employee. Your employer is entitled to review and update this personal data for the purposes of service, warranty issues and tracking the location of products. For products that are to be returned, a location for return is also registered.

### *Business intelligence*

In accordance with applicable data protection laws, personal data collected and processed in the context of customer orders is also used for business analytical purposes of Koninklijke Ahrend. When doing so, Koninklijke Ahrend will comply with relevant data protection principles such as data minimization and maintaining appropriate data retention periods.

### **Provision of data to third parties**

Koninklijke Ahrend does not normally provide any personal data to third parties outside the Koninklijke Ahrend group. However, personal data may be exchanged within the Koninklijke Ahrend group.

Some services that we provide, however, do require the involvement of third parties. We have selected these third parties carefully and taken the legally required steps to ensure that your personal data is adequately protected. Personal data will only be provided to these third parties insofar as these third parties require it for the performances of the services in question.

If this third party is a processor as defined in article 4 of the General Data Protection Regulation (GDPR), that party is obliged to only act at the instruction of Koninklijke Ahrend, to not disclose any personal data without the specific authority to do so, to implement adequate operational and technical security measures and to provide Koninklijke Ahrend with the opportunity to verify compliance.

For the purpose of shipping an order, your relevant contact details are shared with the transportation partners engaged by us for such shipment.

When you confirm to Koninklijke Ahrend to have an interest in receiving products and/or services of a third party referred to in the Ahrend Portal and provide us with your personal data in this regard, such data is shared with such third party.

We can provide your personal data to third parties such as regulatory authorities and enforcement agencies if we are under a legal obligation to do so or wherever necessary in relation to the prevention and investigation of fraud or other criminal offences, and/or to ensure the security of our network and information processes.

### **Processing, retention and destruction of personal data**

Whenever we process personal data, we strive to process the minimum possible amount of personal data. Koninklijke Ahrend will only process personal data if and insofar as necessary for explicitly described and justified purposes. We will also securely delete personal data that is no longer relevant. We will retain your personal data as long as we have rights or obligations relating to the products delivered to you.

### **Data security**

Koninklijke Ahrend places a high priority on the proper security of personal data. This is why we have implemented appropriate security measures for the protection of your personal data and to prevent unauthorised access, disclosure, use, alteration and destruction of this data.

Insofar Koninklijke Ahrend (in its capacity of data controller) transfers personal data outside the European Economic Area (EEA), Koninklijke Ahrend will comply with applicable restrictions to such transfers and implement adequate measures to protect personal data against unauthorised processing. Unless where indicated otherwise, such measures include entering into EU-approved model clauses with applicable receivers located outside the EEA.

### **Confidential information**

Koninklijke Ahrend acknowledges that the information you provide may be confidential in nature. We will never permit improper or unlawful use of confidential information. We will maintain the confidentiality of your personal data and protect this data in accordance with your Privacy Policy and all applicable laws.

### **What are your rights?**

You have the right to request us to allow you to review, correct or add to your personal data. Under certain circumstances you can also request us to delete your personal data, limit the processing of your personal data or transfer the personal data we have concerning you to another party (by invoking your right to “data portability”). You can also object to the processing of your personal data.

We point out that the rights listed above that you derive from the GDPR are not absolute. There may be circumstances that prevent us from fulfilling or fully fulfilling your request if one of the exceptional grounds under the GDPR or under article 41 of the Dutch GDPR Implementing Act (*Uitvoeringswet Algemene Verordening Gegevensbescherming*) applies.

This may, for example, be a situation in which a restriction of the right in question is necessary in order to protect the rights and freedoms of others.

Any requests to exercise your rights may be sent to [dataprivacy@ahrend.com](mailto:dataprivacy@ahrend.com). We may request additional proof of your identity in order to be sure that your request pertains to your own data. This is in the interests of the protection of your privacy.

You are at all times entitled to submit a complaint to the competent regulatory authority for data protection if you believe that we are not processing your personal data in accordance with the GDPR.

### **Changes to our Privacy Policy**

We may amend or update our Privacy Policy at any time. The information on this page is the most recent information. This version reflects the latest revisions, of 6 June 2023.