

## PRIVACY AND COOKIE STATEMENT

The activities of M-EcoDeck B.V. and/or its affiliated parties consist of the development, production and application of synthetic floor systems. To perform our activities as best as possible, it is sometimes necessary to process your personal data. Personal data are data that provide information about an individual, such as contact details, but also financial data or other privacy-sensitive information.

We only collect personal data when we perform a contract for you, or when you visit our website. We mainly use personal data in order to perform the contract for you. Personal data include data that relate to your employees or customers, for example.

When we process personal data, we always do this carefully and in accordance with the law and our internal privacy policy. The basic principles of our internal privacy policy are as follows:

- We always tell you what we do with your data on how you can exercise your rights, such as your right of access and right to object.
- We only use data for the purpose for which they have been collected (such as performing a contract, account management, customer accounting, and marketing).
- We do not collect, use and retain more data than we need to achieve the purpose for which we have obtained the data, and we only collect, use and retain data if we cannot achieve this purpose through other means.
- The more privacy-sensitive data are, the less use we make of such data.
- We only use data to the extent that the law provides a legal basis for doing so.
- We take suitable security measures against the loss of, or unauthorised access to, personal data.
- We only disclose your personal data to third parties if we are provided with sufficient guarantees for the protection of your data.

This Privacy Statement provides information about what we do with the personal data we obtain in the performance of our activities. In this Privacy Statement we answer the following questions:

- Which types of personal data do we process?
- For which purpose do we process your personal data?
- Why are we allowed to use your personal data?
- Who has access to your personal data?
- How long do we retain your personal data?
- Do I need to provide personal data to M-EcoDeck?
- Who controls the processing of my personal data?
- Who can I contact if I have questions about the use of my personal data?
- How do we protect your personal data?
- What rights do you have regarding the use of your personal data (and how can you exercise them)?
- Do you place cookies when I visit your website?
- Do you use my data for sending newsletters?

## **FOR CUSTOMERS AND BUSINESS RELATIONS**

### **Which data do we process?**

- Contact details of the customer or their legal representatives (such as their first name, last name, address and telephone number);
- Data that will be necessary to perform the project (such as data about the end user and their employees or customers); and
- Data that will be necessary to calculate or record invoices, make payments and collect receivables.

### **Why do we process your data?**

- Providing services and advice to customers;
- Purchasing services and products from our supplier;
- For account management, marketing, customer accounting and service purposes; in order to:
- Share with you the latest news about EcoDeck;
- Inform you about relevant products and services;
- Facilitate sales promotion activities; - Measure the response to our marketing campaigns;
- Enable customer accounting and accounts receivable management;
- Manage a Customer Management System (CMS); and
- Conduct market research.

### **Why are we allowed to use your personal data?**

The use of your personal data is necessary in order to:

- Perform our contract;
- Comply with our statutory obligation;
- Exercise our legitimate interest in being able to (continue to) offer our services and products to our customers as efficiently as possible; and
- Represent your legitimate interest in receiving the best possible products and services in accordance with EcoDeck standards.

### **Who has access to your data?**

- Ecodeck uses various systems for the processing of your personal data, and your personal data may therefore also be processed by the providers of those systems.
- Only EcoDeck employees who need the personal data in order to perform their work have direct access to your data in EcoDecks's systems.

For more information about this, please contact us via [info@marron-ecodeck.com](mailto:info@marron-ecodeck.com).

### **How long do we retain your personal data?**

We remove the data once we no longer need them for the intended purpose, except if we must retain your data for a longer period pursuant to a statutory provision, or if retaining them for longer is truly necessary for the performance of our activities. For more information, please contact us via [info@marron-ecodeck.com](mailto:info@marron-ecodeck.com).

### **Do I need to provide these data to EcoDeck?**

The processing of these personal data is necessary if you use our services, as we cannot deliver our products and/or provide our services properly without these data.

#### **FOR VISITORS OF THE WEBSITES**

(If you complete the contact form, for example.)

#### **Which data do we process?**

- Contact details (such as name and email address);
- The message you have left with us, including any personal data contained in your message;
- Cookies (explained below)

#### **Why do we process your data?**

- For service purposes: to be able to follow up your message and inform you about the follow-up steps.
- For account management, marketing, customer accounting and service purposes (to share with you the latest news about EcoDeck and inform you about relevant products and services); for marketing and to measure the response to our marketing campaigns, and to improve the management of our Customer Management System (CMS) and the functioning of our website.

#### **Why are we allowed to use your personal data?**

In order to exercise our legitimate interest in being able to (continue to) offer our services and products to the visitors of our website as efficiently as possible and to use our website as best as possible, and for our account management.

#### **Who has access to your data?**

- EcoDeck uses various systems for the processing of your personal data, and your personal data may therefore also be processed by the providers of those systems. For more information about this provider, please contact us via [info@marron-ecodeck.com](mailto:info@marron-ecodeck.com);
- Only EcoDeck employees who need the personal data in order to perform their work have direct access to your data in EcoDeck's systems.

#### **How long do we retain your personal data?**

We remove the data once we no longer need them for the intended purpose, except if we must retain your data for a longer period pursuant to a statutory provision, or if retaining them for longer is truly necessary for the performance of our activities. For more information, please contact us via [info@marron-ecodeck.com](mailto:info@marron-ecodeck.com).

We retain the contact details of visitors who subscribe to our newsletter for no longer than four weeks after they have unsubscribed.

#### **Do I need to provide these data to EcoDeck?**

The processing of these personal data is necessary if you want us to handle your message or meet your request to receive a sample. Without these data, we cannot handle your message.

#### **Social media**

Social media platforms include buttons to promote or share pages in social networks. These buttons rely on a code that is supplied by the platform itself. This code places a cookie and other data. For more information on what social media platforms do with your personal data and how they process this code, please check the social media platforms' privacy statements (which may change regularly).

#### **Use of cookies**

In offering our electronic services we use cookies. A cookie is a simple small file that is sent along with pages of this website and stored by your browser on your computer's hard disk. We use cookies to remember your settings and preferences. You can disable these cookies via your browser. For instructions on how you can change your cookie settings, please contact your browser provider.

The American company Google places cookies via our website as part of its Analytics service. We use this service to monitor how users use our website and to receive reports about this. Google may disclose this information to third parties if Google is required to do so by law, or if these third parties process the information on Google's behalf. We cannot influence this.

#### **Sending newsletters**

- EcoDeck uses contact details of its customers to send service emails and commercial information, such as newsletters and invitations to events.

You can unsubscribe to these emails by clicking on the unsubscribe option in the email, or by sending an email to [info@marron-ecodeck.com](mailto:info@marron-ecodeck.com). Ecodeck will retain your data for up to three years after you unsubscribed.

- Contact details of business relations that are not part of our customer base are also used for sending service emails and commercial information, such as newsletters and invitations to events, but only after obtaining your explicit permission. You can subsequently unsubscribe to these emails by clicking on the unsubscribe option in the email, or by sending an email to [info@marron-ecodeck.com](mailto:info@marron-ecodeck.com). Ecodeck will retain your data for up to three years after you unsubscribed.

#### **Who controls the processing of my personal data?**

Ecodeck B.V, Aambeeld 17, 1671NT, Medemblik, The Netherlands.

#### **Who can I contact if I have questions about the use of my personal data?**

For questions about your rights and the use of your personal data, you can contact our Legal department via: [info@marron-ecodeck.com](mailto:info@marron-ecodeck.com)

#### How do we protect your data?

- Ecodeck takes all reasonable, suitable security measures to protect our visitors and participants against unlawful access or changes to, or disclosure or destruction of, their personal data. EcoDeck therefore complies with all the applicable statutory requirements with regard to security measures.
- If in spite of all the security measures, an incident occurs that could potentially have consequences for your data, EcoDeck will immediately inform you about this. We will then also inform you about the measures and steps EcoDeck will take to prevent such incidents in future.

#### What are your rights?

- You can object to the use of your personal data, for example if you are of the opinion that the use of your data is not necessary for the performance of Ecodeck's activities or to comply with a statutory obligation.
- You can have your data **rectified** if you are of the opinion that the data which Ecodeck has recorded are inaccurate. This means you can ask Ecodeck **which data we have** about you, so that you can check them. You can then also request Ecodeck to limit the data we keep about you. You can ask EcoDeck to limit the use of your data during the period which EcoDeck needs to assess your request.
- You can ask EcoDeck to **remove** your data from the / our systems.
- You can ask EcoDeck to send / **transfer** the data to a third party.
- EcoDeck will handle and meet your request, except if EcoDeck has a legitimate interest pursuant to a statutory provision or another compelling legitimate interest that overrides your privacy interest.
- You can submit the above-mentioned requests by sending a registered letter to:

Ecodeck B.V, Aambeeld 17, 1671NT, Medemblik, The Netherlands. You need to include your name, address and telephone number and enclose a copy of a valid ID. Please remember to block out your citizen service number (BSN) on the copy of your ID.

- EcoDeck will answer your request within one month.
- If you have a complaint about the procedure and/or EcoDeck's processing of your data, you can submit a complaint to the Dutch Personal Data Authority on its website [www.autoriteitpersoonsgegevens.nl](http://www.autoriteitpersoonsgegevens.nl).