PRIVACY AND COOKIE STATEMENT EMMA HANDSON B.V.

This Privacy and Cookie statement applies to Emma Handson B.V.

We place great importance on the protection of your privacy. Therefore, we handle your personal data with the utmost care. In this Privacy and Cookie Statement, we inform you about how we handle the personal data of our clients and interested parties, including their employees, as well as visitors to our website.

Who is the data controller?
In the context of our services to clients, Emma Handson acts as a data processor within the meaning of the GDPR. In that case, the client is the data controller. This means that the client chooses which personal data is processed and for what purpose. The client also determines the method and legal basis for the processing of the personal data.

When processing personal data of visitors to our websites, Emma Handson is the data controller.

Which personal data do we process?
As part of our services and when using our website, we may process the following personal data about you:
- Name and address details;
- Marital status;
- (Business) contact details;
- Job title;
- Audio recordings of meetings;
- Visual material;
- Financial data;
- Reading and click behaviour.

In addition, we may process other types of personal data as part of our services. These are personal data mentioned during a phone call, during appointments, in a meeting, in a recording, and/or in meeting documents that we then elaborate on in minutes. This personal data will be processed in accordance with this Privacy and Cookie Statement.

Emma Handson may process special categories of personal data within the meaning of the GDPR as part of its services. Emma Handson will process this data with the utmost care and in accordance with the requirements of the GDRP, where the legal basis and purpose for the processing are determined by the client.

When do we process your personal data?
We process your personal data in the following situations:

<u>When necessary for the execution or conclusion of agreements</u>
We may process your personal data if it is necessary for executing or establishing an agreement with you. This processing is carried out based on at least one of the following purposes:
- Handling a question submitted through our website;
- Drafting and editing documents as part of various support activities, including minute-taking, mobile dictations, translations, transcriptions, and editing;
- Invoicing and, if necessary, initiating debt collection measures.

<u>When necessary for the protection of our legitimate interests</u>
We may process your personal data if it is necessary to protect our legitimate interests, such as:
- Improving and optimising our services;
- Using the data for marketing purposes, provided that no consent is required;
- Managing or resolving disputes;
- Securing and managing our systems and premises;
- Preventing, detecting, and handling irregularities.

In such cases, we will always balance our legitimate interest against your privacy interest. Processing will only take place on this basis if our legitimate interest outweighs yours.

When necessary for compliance with legal obligations
We may process your personal data if it is necessary to comply with legal obligations.

Consent
We may process your personal data based on your consent. For example, this applies to sending our newsletters. We will ensure that this consent meets the requirements of the GDPR. If processing is based on your consent, you may withdraw it at any time. This can be done by contacting us using the contact details at the bottom of this page.

We aim for lawful and transparent processing of your personal data. We will not process your personal data in a way that is incompatible with the purpose for which the data was collected. If we intend to process your personal data for a purpose other than the one for which it was collected, we will provide you with additional information, as required.

If you choose not to provide certain information (despite a request to do so) or if you withdraw your consent, we may not be able to fulfil one or more agreements we have with you, or we may be unable to comply with our legal obligations. Naturally, we will inform you promptly if this is the case.

Who do we share your personal data with?
We may share your personal data with other parties. This will always be done in accordance with this Privacy and Cookie Statement, and with applicable laws and regulations. We ensure that this is properly adhered to.

We may share data with the following recipients:
- Minute secretaries contracted by Emma Handson who perform work as independent contractors (freelancers) in connection with the execution of the agreement with you;
- Hosting services we have engaged;
- Cloud services for data storage;
- Supporting service providers for sending marketing communications and optimising the website;
- Government authorities that have the legal right and authority to request such data;
- External advisors (including tax and legal advisors).

We choose to list categories of recipients rather than individual company names to avoid having to frequently update this Privacy and Cookie Statement. For more information about our specific recipients of personal data, please contact us.

How do we handle the transfer of your personal data to parties outside the EEA?
Your personal data is primarily processed by us and our processors on secure servers within the European Economic Area (EEA). However, it is possible that your personal data may be processed outside the EEA. In both cases, we and our processors have taken measures to ensure your data is processed lawfully, in accordance with European and Dutch privacy regulations.

Due to ongoing developments regarding international data transfer safeguards, the measures taken by recipients may be subject to change. Therefore, for the most up-to-date information on the safeguards in place, we refer you to the privacy policies of these recipients. The following processors used by Emma Handson may process data outside the EEA:
- Mailchimp: for sending newsletters (https://mailchimp.com/legal/privacy/);
- Google and YouTube: when placing cookies (https://policies.google.com/privacy/frameworks?hl=nl&fg=1).

For more information about our specific procedures related to the transfer of your personal data outside the EEA, please feel free to contact us.

How long do we retain your personal data?
Your personal data will not be retained longer than necessary for the purpose for which it was collected and processed. When determining our retention periods, we consider the following factors:
- The volume, nature, and sensitivity of the personal data;
- The potential risk of harm from unauthorised use or disclosure of your personal data;
- The purpose for which we process your personal data;
- The possibilities of achieving those purposes through other means;
- The applicable legal requirements.

This results in, amongst other things, the following retention periods:
- Audio recordings are deleted once the meeting minutes have been finalised, or at least one year after the minutes are completed.
- Finalised meeting minutes are retained for a maximum of one year.
- Dictation recordings are deleted one month after being transcribed, or at least one year after the transcription is completed.
- Phone notes are deleted no later than one year after being sent.
- Data retained for tax purposes is deleted after seven years in accordance with fiscal retention obligations.

How is your personal data secured?
We will take all reasonable organisational and technical security measures to safeguard your personal data and protect it from loss, misuse, or other unlawful processing. As part of this effort, we organise an annual internal meeting focused on the secure handling of personal data. This topic is also thoroughly addressed during the onboarding process for new employees.

Examples of security measures we apply include:
- Our employees are required to provide a Certificate of Conduct (VOG) upon hiring and to sign a confidentiality agreement;
- As a rule, no hard-copy versions of meeting minutes are created;
- Access to specific files is granted on a strict need-to-know basis;
- Authorisation is segmented into reader and user permissions.

For more information about the security measures we take, please feel free to contact us.

What are your rights regarding your personal data?
You have the right to request access to your personal data. Upon your request, we will provide an overview of all personal data we hold about you, unless this is not possible due to overriding compelling interests of others.

In addition, you may request that we:
- Correct, supplement, or delete your personal data if you believe the data contains inaccuracies or has been processed incorrectly;
- Restrict the processing of your personal data;
- Object to the processing of your personal data if the processing is based on Emma Handson's 'legitimate interest' legal ground;
- Transfer your personal data to another data controller.

You may submit a request in writing, by e-mail, or by post using the contact details at the bottom of this page. We may ask for additional information to verify your identity. Requests will be handled within one month of receipt in accordance with the law. You will be informed whether we will comply with your request and, if applicable, the reason for declining it.

What should you do if you have a complaint about how we handle your personal data?
If you have a complaint or another question about how we handle your privacy, you can contact us. We kindly ask you to include as much relevant information as possible about your complaint or inquiry.

We will handle your complaint or question and respond within four weeks. We do our utmost to assist you as well as possible. If you are not satisfied with the handling of your complaint, you may contact the supervisory authority (the Dutch Data Protection Authority – *Autoriteit Persoonsgegevens*) and, if desired, file a complaint with them.

How do we use cookies on our website?
The website, www.emmahandson.nl, uses cookies. Cookies are small text files that are sent to your browser and placed on your computer, mobile phone, or tablet. Cookies make using the site easier and faster for visitors.

Cookies collect data. Depending on the type of cookies, this may include personal data. The data we may collect (including data that is not personal) includes, among other things:
- Browser information
- System information
- Geographic data
- Duration of your visit
- Pages you visit
- Links you click
- Location data based on your IP address
- Connection data, such as the IP address

Purpose of cookies
Necessary cookies are used to ensure the website functions properly. In addition to necessary cookies, we also place analytical and marketing cookies to gain insight into browsing behaviour and to improve our services. Analytical/statistical cookies process anonymous data. These cannot be traced back to an individual and do not impact your privacy. Marketing cookies allow us to see which other websites a visitor has visited. We use this information to show relevant advertisements. The collected data is not used for any other purpose.

Below, you'll find an overview of the cookies we use on our website.

Name	**Purpose**	**Retention**
Necessary		
Cookie_notice_accepted	Checking if the cookie notice has been accepted	30 days
_tawkuuid	Tawk.to Chat. This cookie is used to distinguish users	180 days
TawkConnectionTime	Tawk.to Chat. This cookie is used to determine the connection duration of Tawk sessions.	During the session
CONSENT	This cookie remembers which cookies you have accepted	6073 days
Statistical		
1P_JAR	Google. This cookie measures how you use our webshop, how you found us, and which pages you visit in order to improve our website.	30 days
DV	Google. This cookie measures how you use our webshop, how you found us, and which pages you visit in order to improve our website.	30 minutes
_gid	Google Analytics. This cookie is set by Google Analytics and is used to distinguish users.	1 day
_ga	Google Analytics. This cookie is set by Google Analytics and is used to distinguish users.	2 years
_gat	Google Analytics. This cookie is used to slow down the request rate.	1 minute
_hjAbsoluteSessionInProgreSs	Hotjar. This cookie is used to detect a user's first page view session.	30 minutes

_hjIncludedInPageviewSampLe	Hotjar. This cookie is set to let Hotjar know whether the user is part of the data sampling defined by the pageview limit on your site.	30 minutes
_hjFirstSeen	Hotjar. Hotjar cookie is set when a customer first lands on a page with the Hotjar script. It is used to store the Hotjar user ID, unique to that site, in the browser. This ensures that behaviour on subsequent visits to the same site is attributed to the same user ID.	30 minutes
_hjid	Hotjar. Hotjar cookie set when a customer first lands on a page with the Hotjar script. It is used to store the Hotjar user ID, unique to that site, in the browser. This ensures that behaviour on subsequent visits to the same site is attributed to the same user.	365 days
_ajs_anonymous_id	Hotjar. This cookie is set by Segment as a randomly generated ID for anonymous users.	365 days
_hjTLDTest	Hotjar. When the Hotjar script is executed, we attempt to determine the most general cookie path to use, rather than the host name of the page. This is done so that cookies can be shared between subdomains (if applicable). To determine this, we try storing this cookie for different URL substring alternatives until it fails. After this check, the cookie is deleted.	During the session.
Marketing		
NIC	Google Ads. Registers a unique ID that identifies the device of a returning user. The ID is used for targeted advertisements.	6 months

Refusing and deleting cookies

When you visit our website, a cookie notice is displayed. This allows you to determine the extent to which our cookies are placed on your device.

You can delete the cookies placed via your browser settings. Additionally, it is possible to delete all previously stored information through your browser settings. The method for doing this varies by browser. For more information, refer to the "help" function of your browser. Please note that the functionality of the website may not be optimal if you choose not to accept cookies.

More information about cookies

You can find more information about cookies on the following websites:

- Consumentenbond: What are cookies?;
- Consumentenbond: How to delete cookies – step-by-step guide;
- Consumentenbond: Block tracking cookies with an adblocker.

How to contact us

If you have any questions about this Privacy and Cookie Statement or how we handle your privacy, you can contact us in the following ways:

Per telefoon:	+31 (073) 747 00 54
Per e-mail:	info@emmahandson.nl
Per post:	Helvoirtseweg 181 5263 EC Vught

Changes to the privacy and cookie statement

We reserve the right to amend this Privacy and Cookie Statement when necessary by publishing a new version on our website. In case of significant changes, we will, of course, inform you in advance.