

**Privacy statement Satori Holland BV**  
**Last update May 25, 2018**

Satori Holland BV ("We", "Us" or "Our") undertakes to protect and respect your privacy. As part of our normal business operations, we collect certain personal information about our customers and suppliers. In this statement you read on the basis of which we collect this personal information and process the information you have amplified.

Read this statement carefully, so that you know which method we use in relation to your personal information. By visiting <https://www.satori.nl>, you agree with the method described in this declaration. For application of the general data protection regulation.

***Data manager:***

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***What is the general privacy policy of us?***

- We respect the privacy of all visitors to our website <https://www.satori.nl>, of our (potential) customers and relations.
- We prioritize the security and confidentiality of your personal data and carefully handle your personal data.
- We only share your information with parties that we engage for the delivery of our services and with parties with whom we must share data based on a legal obligation.
- Satori is constantly looking for ways to improve its services and tailor it as much as possible to your personal wishes and needs. In doing so, we always take your privacy into account and we comply with the requirements of the applicable data protection legislation.

***When do we collect your personal data and how do we get this?***

We process your personal data because you:

- Want to use or make use of our services
- Fill in or leave your details on the website or via the mail
- Visit the Satori website
- Has a business relationship with Satori
- Applying for Satori Holland B.V.

We supply the most information that we collect from you. Which data that goes depends on the specific service. In certain cases we can retrieve the data from our database, so that you do not have to submit the data again and again.

If you are a customer of us, your company's data will be removed from the database platform of the Chamber of Commerce and your company will undergo a credit check.

Finally, we collect your personal data through the cookies that we have placed. The latter whether or not after acceptance.

***For what purposes do we collect your personal data?***

Satori processed your personal data for the following purposes:

- Communication. We use your contact information to contact you if necessary. For example for the settlement of an order, sending price lists and / or sending your customer data / outstanding items. To

inform you about our services, novelties and inform you about promotions and offers. We then use your telephone number to inform you personally about our offers and products.

- Acquisition. To bring Satori to the attention of potential customers.
- Implement contract. If you are a customer or supplier of Satori, we process your data for the preparation, realization and execution of the agreement.
- Creditworthiness check. In all cases we test your creditworthiness. We let this be done by an external party. Usually only company data is processed in this process, but it is also possible that personal data is also processed.
- Application procedure. Both as a result of an open application and as a result of a vacancy.
- Laws and regulations. We process personal data if we are required to do so by virtue of the laws and regulations.
- User experience website. To assess whether the Satori website has an optimal user experience.
- Personalized offers. We use your purchase data to make offers that are tailored to your preferences and interests.

### ***What are the bases for the processing?***

We process your data because we need this information for entering into or performing an agreement with you. Because we have a legal obligation, you have given permission for this or because we have a legitimate interest for it.

If you have given Satori permission to process your personal data for certain purposes, you can withdraw this consent in all cases in the same way as you provided it.

### **What kind of processes and what personal data are collected?**

We process your personal data in different processes. Below you will find an overview of the most important processes.

- **Contact Form**

On the Satori website you can contact us if you have a question or a complaint. This comes in via the info messaging service and is handled as quickly as possible. We need the information we ask you to fill in to contact you. The completed data is sent encrypted and has the purpose to be used for your question or complaint.

- **Sending offers**

We use your purchase data to gain insight into your wishes and needs and as input for our offers and / or price lists and other marketing activities.

We monitor your purchasing behavior and can draw up statistics based on this. On the basis of this information we can approach you with offers and information.

We collect the following information by means of cookies:

- When and how long you use / visit our website
- Which page you visit within our website
- (part of you) IP address

- **Free WIFI**

If you visit our office you can use our free WIFI service. This is done via the KPN. If you use our WIFI network, you agree with the terms and conditions of the KPN and with the way in which they process your personal data.

- **Purchasing / Suppliers**

Satori processes personal data from its suppliers that are required for the purchase of products and the execution of the agreements with the suppliers. The data we process for this are the names and all contact details.

- **Applications**

If you apply at Satori, the information you provide will be processed. These include:

- Name and address details
- Email address, telephone number and other contact details
- Birth data
- Sex
- Curriculum vitae information about training, internships and work experience
- Information about training, education and assessments
- Information about your availability
- Other data that are important in the assessment of the suitability of the candidate
- Certificates, nationality and work permit
- All other information that you have provided to us.

This information is only accessible to the recipients and the persons involved in the selection procedure and the interviews. We only use this information during the application process.

- **Order confirmations, delivery notes, transport documents, invoicing and other communication**

We share the sending of order confirmations and related warehouse receipts, transport orders, the drafting of documents (T1, T2, T2L, CMR) with external parties in order to carry out the assignment successfully. Communication with regard to the import of goods outside the European Union is shared with the statutory mandatory bodies.

We use your personal data for invoicing and sending an open items list, debtor card and other financial data. We will send this information via post or via email.

In some cases, a credit card is shared at the request of the credit insurer in order to check and / or guarantee the creditworthiness.

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

Satori does not store your personal data for longer than strictly necessary. What does this mean?

**Customer data.** Satori stores your data as you are a customer with us until after a year that the customer relationship has ended. Exceptions to this are the legally required data such as the invoices.

**Supplier data.** Your personal data will be kept as long as we do business or as long as you are our contact person and as long as we are legally obliged to do so.

**Data from applicants.** Your data as an applicant will be retained for a maximum of one month after completing an application procedure unless you have given permission to keep it for longer. In case of an open application, we use the same terms up to a maximum of 1 year.

### ***Do we share data?***

All data we process is stored in a data center of external service providers. Satori has three service providers: PK Options / 2 Invision / Vis.nl.

When we share your information with third parties, we impose an obligation on third parties to protect your personal data properly. If we engage third parties that are located outside the European Economic Area (EEA), we take additional measures where necessary.

We do not sell your information to third parties and only share your data with parties other than those mentioned above if we are legally obliged to do so.

### ***How do we secure your data?***

We protect your data to prevent it from being lost or falling into the wrong hands. Some measures that we take are:

- We secure our website with a TSL certificate. This will send encrypted information, for example that is provided via a contact form, encrypted.
- Our software has been updated and we use a firewall
- Access to our systems is through the use of a password and two-factor identification.
- Only authorized persons within the organization have access to your personal data.
- We share your personal data with third parties via a secure connection.
- We conclude agreements with third parties that process your personal data in our assignment, so that your privacy is guaranteed.

### ***What rights do you have with regard to your personal data?***

You have the right to view, correct and / or delete your personal data. You also have the right to withdraw the consent for data processing or to object to the processing of your personal data. You are also entitled to data portability in some cases. This means that you can submit a request to us to send the personal data that we have available to you in a computer file to you or another organization mentioned by you.

You can send a request for inspection, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [marcel.verdellen@satori.nl](mailto:marcel.verdellen@satori.nl). To ensure that the request for access is made by you, we ask you to send a copy of the identity document with the request. Make your passport photo, MRZ (machine readable zone, these are the two or three lines at the bottom of the front page of the passport or back of your ID card), ID number and Citizen Service number (BSN) black and unreadable. Do to protect your privacy. We will assess whether we should be able to respond to your request and respond as quickly as possible.

If you have complaints about our data processing, we request you to report this as soon as possible, of course we hope for a quick solution.

You can always file a complaint with the national supervisory authority, De Autoriteit Persoonsgegevens. You can do this via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

### ***What if our privacy policy changes?***

The rules surrounding the protection of personal data and our services may change. We therefore reserve the right to make changes to this privacy statement. You can always find the most current privacy statement on our website. <https://www.satori.nl>

This statement was last modified on May 25, 2018