

Privacy Statement

Mysolution B.V.

This privacy statement applies to the processing of personal data as (joint) data controller within the meaning of the General Data Protection Regulation ("GDPR") by the following entities:

- Myvest Beheer B.V. (Chamber of Commerce number: 64770141), located at De Bouw 149, 3991SZ Houten
- Mysolution B.V. (Chamber of Commerce number: 30202683), located at De Bouw 149, 3991SZ Houten
- Mysolution GmbH (Chamber of Commerce number: 124578), located at Barckhausstraße 1, 60325 Frankfurt am Main
- Otys International B.V. (Chamber of Commerce number: 30253644), located at De Bouw 115, 3991SZ Houten
- Otys Belgium BvBa (Chamber of Commerce number: 0829.023.168), located at Borsbeeksebrug 34, 2600 Antwerp
- Otys FR SARL (Chamber of Commerce number: 51456571200049), located at 52 Boulevard de Sebastopol, 75003 Paris
- Otys Ceska Republica (CZ) (Chamber of Commerce number: 27585115), located at Radlická 3201/14, 150 00 Prague
- Tangram B.V. (Chamber of Commerce number: 30075659), located at De Bouw 149, 3991SZ Houten
- Online Recruit Group B.V. (Chamber of Commerce number: 32145061), located at De Bouw 149, 3991SZ Houten

hereinafter collectively referred to as "**Mysolution**". The joint controllership means that the above entities jointly determine the purpose and means for the processing of personal data. Based on internal policy, the different roles and responsibilities of these entities have been established.

This privacy statement applies to the processing of personal data of:

- I. Website visitors
- II. Customers
- III. Job applicants
- IV. Suppliers

Mysolution considers the protection of your privacy important. Mysolution has therefore prepared this privacy statement, among other things. The purpose of this privacy statement is to be transparent

about the way Mysolution collects, uses, and protects your personal data in accordance with Articles 13 and 14 of the GDPR.

What is personal data?

Based on the GDPR, personal data is any information about an identified or identifiable natural person. This means that the information either directly relates to someone or can be traced back to this person.

For what purposes do we process personal data?

We only process your personal data for well-defined, explicitly described, and legitimate purposes. Below you will find more information about the different purposes per category of data subjects.

I. WEBSITE VISITORS

- 1. For answering your questions when you contact us, for example via the contact form on the website*

What does this purpose entail?

Our website contains our contact details and we use web forms. This allows you to contact us. When you contact us and/or fill in a web form, we process the personal data you provide to contact you and answer your question. The legal basis for this processing is our legitimate interest to contact you in response to your question (Article 6(1)(f) GDPR).

Which personal data do we process for this?

We only process the personal data that you provide to us, for example through a web form. These may include: name, contact details, and the information you provide in your message/during our contact.

- 2. For subscribing to our newsletter*

What does this purpose entail?

We find it important to share our knowledge. Therefore, we process your personal data, for example, when you sign up for our newsletter via our website. The legal basis for this purpose is your consent (Article 6(1)(a) GDPR).

Which personal data do we process for this?

For this purpose, we process your first name and email address.

- 3. For analyses and development of our website, products, and services (through functional and analytical cookies)*

What does this purpose entail?

We also process personal data that you indirectly provide to us. Our website uses cookies for functional and analytical purposes.

Cookie statement

Mysolution uses functional, analytical, and advertising cookies on the websites it manages. Below, each category is explained and what we use this information for:

- Functional cookies are necessary for the use of the website. For example, they are used for the correct functioning of forms on our website(s).
- Analytical cookies are used by Mysolution to test and optimize the quality and effectiveness of the website(s).
- Advertising cookies make it possible to show you certain advertisements for our campaigns.

The legal basis for analytical cookies and advertising cookies is consent, which you give by agreeing to our cookie terms in the cookie banner on the website (Article 6(1)(a) GDPR). For functional cookies, our legitimate interest in a well-functioning and secure website (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your location data, IP address or app IDs, internet browser and device type, and website language.

International transfer

For the processing of personal data through cookies, we use Google. This means there is an international transfer. We have taken appropriate safeguards by agreeing to the model contract as approved by the European Commission (Standard Contractual Clauses, C(2021)3972) with our processor.

4. To schedule an appointment for a Demo

What does this purpose entail?

To get acquainted with our software, you can schedule an appointment for a Demo via our website. We process personal data for this. The legal basis is our legitimate interest to schedule an appointment to introduce potential customers to our software (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your name, email address, telephone number, employer and position, organization type, and country.

II. CUSTOMERS

We process personal data of customers, their employees, contact persons, and third parties engaged by them. The customer is responsible for informing the third parties engaged by the customer about the content of this privacy statement. A copy of this privacy statement can be found on our website.

1. *For performing our services/agreement (daily operations)*

What does this purpose entail?

For the execution of our services, including making a cost estimate, financial administration (such as invoicing, calculating and recording fees and expenses, making payments, collecting receivables, and payment of our invoices), we process personal data of the customer or their contact persons. This allows us to efficiently and effectively perform our services and maintain contact with you. The processing of personal data for this purpose is necessary for entering into or performing an agreement with you (Article

6(1)(b) GDPR), our legitimate interest in efficiently and effectively performing our services (Article 6(1)(f) GDPR), and complying with our legal administrative obligations (Article 6(1)(c) GDPR).

Which personal data do we process for this?

For this, we process your name, salutation, position, phone number, Chamber of Commerce number, employer, email address, address details, account and VAT numbers, and other relevant information provided during the execution of the agreement.

2. *For maintaining our relationship (attentions, course/training)*

What does this purpose entail?

We find it important to maintain a good relationship with our customers. Therefore, we process your personal data, for example, when we invite you to events or when you sign up for them. Additionally, we may use your data to send congratulations for a (personal) milestone. Finally, we like to stay in touch to evaluate our services. The legal basis for sending invitations to events is your consent (Article 6(1)(a) GDPR) and/or our legitimate interest in maintaining relationships with our customers, for example by organizing courses or other events or sending congratulations (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your name, salutation, position, phone number, employer, email address, LinkedIn profile, birthday, NPS score, education/score/course.

3. *Communication purposes, including customer service*

What does this purpose entail?

Our website contains our contact details and we use web forms. This allows you to contact us. When you contact us and/or fill in a web form, we process the personal data you provide to contact you and answer your question.

Additionally, contact during our service provision may also be important or occur in other areas, for example for handling questions about the software or our agreement.

The legal basis for this processing is our legitimate interest in contacting you in response to your question (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your name, address details, phone number, email address, possibly position, and the information you provide in your message/during our contact.

4. *Marketing*

What does this purpose entail?

When you give us permission, we can use your personal data for Mysolution's marketing activities. For example, we may send you marketing emails. The legal basis for this processing is your consent (Article 6(1)(a) GDPR) and/or our legitimate interest in undertaking marketing activities (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your email address, name, employer, position, phone number, and email pixel (reading behavior).

III. JOB APPLICANTS

1. *For a responsible, effective, and efficient recruitment and selection process*

What does this purpose entail?

For recruiting and selecting new employees or contractors (self-employed individuals without staff who temporarily perform work on an interim basis through a contract for services), we process personal data.

We do this to assess whether the applicant or contractor is suitable for the vacant position.

These personal data are typically kept for up to two months after the closing date of the vacancy. This way, we can still substantively address your questions if you have any about the outcome of your application during this period.

The legal basis is our legitimate interest in efficiently executing the recruitment and selection procedure and being able to address applicants' questions about the outcome of the application (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your contact details (such as name, address, postal code, email address, and phone number), the personal data from your CV and your motivation letter, diplomas, an interview report, if relevant a salary proposal, results of an assessment (intelligence and personality), and in some cases the information following calls to the references you provided.

2. Retaining your CV for suitable vacancies in the future

What does this purpose entail?

To be able to contact you in the future if we happen to have a suitable vacancy, we process your personal data. The legal basis for this is our legitimate interest in finding suitable employees for vacancies in the future (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your contact details (such as name, address, postal code, email address, and phone number), the personal data from your CV and your motivation letter.

IV. SUPPLIERS

1. For processing agreements, such as orders and assignments (daily operations)

What does this purpose entail?

For executing and processing our orders and assignments with you as a supplier, we process personal data of (employees of) our suppliers. These personal data help us to provide you with the right information for placing an order or giving an assignment. The legal basis for processing personal data for this purpose is entering into or performing an agreement (Article 6(1)(b) GDPR).

Which personal data do we process for this?

For this, we process your name, salutation, position, phone number, Chamber of Commerce number, employer, email address, address details, account and VAT numbers, and other relevant information provided during the execution of the agreement.

2. For maintaining a good relationship

What does this purpose entail?

We find it important to maintain a good relationship with our suppliers. Therefore, we process your personal data, for example, to evaluate our services. The legal basis for maintaining a good relationship is our legitimate interest in maintaining the relationship with our suppliers (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your name, salutation, and address details.

3. *Communication purposes*

What does this purpose entail?

To communicate with you as a supplier or partner, we process your personal data. We do this to ensure good contact with you.

The processing of personal data for this purpose is based on Mysolution's legitimate interest in being able to communicate with you (Article 6(1)(f) GDPR).

Which personal data do we process for this?

For this, we process your name, address details, phone number, email, and possibly position.

Your Rights

You have the right to be well informed about what we do with your data and why we need your data. We do this through this privacy statement. In addition to the right to be transparently informed, you have the following rights:

- Right of access (if you want to know which personal data we collect about you);
- Right to rectification (we are happy to adjust any personal data that is no longer correct);
- Right to be forgotten (in some cases, you can ask us to delete your personal data);
- Right to restriction of processing (in some cases, you may ask us to restrict the processing of your personal data);
- Under certain circumstances, right to data portability (if you wish, we can transfer your personal data to another party or give you a copy of your personal data);
- Right to object (in some cases, you may object to the use of your personal data).

If you want to exercise one of your rights, you can contact us by emailing privacy@mysolution.nl. To prevent misuse, we may ask you to adequately identify yourself before we process your request. There may be circumstances where we cannot or can only partially comply with your request. If such a circumstance occurs, we will inform you. We always respond to your request within one month.

With whom do we share personal data?

Mysolution does not sell or trade your personal data to a third party. Mysolution may be required based on specific laws and regulations to provide certain personal data to third parties, such as government agencies. We may also share your personal data with third parties to protect our own rights or those of others.

Internally, only our employees have access to personal data insofar as it is relevant to their work (on a need-to-know basis), and all our employees have a confidentiality clause in their employment contract.

We also engage processors who process personal data on our behalf. With them, we conclude processor agreements that meet the requirements of the GDPR. For example, regarding the reporting of data breaches and taking appropriate technical and organizational measures. Additionally, personal data may be shared with:

- An institution for dispute resolution and/or competent judicial authority. This may apply to personal data of clients and/or third parties.
- Potential new shareholders and their advisors.
- IT service providers. While maintaining, managing, and supporting our systems and applications, they may have limited access to various personal data.
- Other service providers involved in our services, such as external advisors, lawyers, and accountants.
- This may apply to clients and/or third parties.
- Bailiffs and administrators. We provide them with your name and contact details, financial data, and employment data. This may apply to clients, third parties, and/or applicants.
- Insurers. We provide them with your name, contact details, and financial data.

How long do we keep your personal data?

We keep your personal data as long as necessary for the purpose for which we use your personal data and/or as long as the law requires us to keep the personal data. How long that is exactly varies. From a few months to many years, for example, because it is necessary for our accounting. We have determined the retention periods per processing activity in our retention policy. We keep personal data of applicants for a maximum of 2 months after the recruitment and selection procedure. With your consent, we keep your data for an additional 12 months for possible future vacancies.

Consent

If we process your data based on your consent, you always have the right to withdraw your consent. This can be done easily by sending an email to privacy@mysolution.nl. In that case, if we have no other legal basis for the processing, we will no longer use your data for this purpose.

How do we protect your data?

Under Article 32 of the GDPR, we are obliged to take appropriate technical and organizational measures to prevent the loss of personal data or unlawful processing. Accordingly, we have taken physical, administrative, organizational, and technical measures. We periodically evaluate the technical and organizational measures and adjust them if necessary. Our organization is set up to do everything to prevent data breaches. If there is a data breach, we will act according to the data breach protocol.

Contact and Complaints

If you have questions about this privacy statement or want to exercise your rights as a data subject, you can use our contact details:

Mysolution BV

De Bouw 149

3991 SZ Houten

The Netherlands

You can also send privacy-related questions by email: privacy@mysolution.nl.

It may happen that you disagree with the way we use your data, or how we respond to privacy-related questions. In that case, you also have the right to lodge a complaint with the Dutch Data Protection Authority: <https://autoriteitpersoonsgegevens.nl/>.

Changes to the Privacy Statement

We reserve the right to make changes to the privacy statement. Therefore, check our privacy statement regularly for possible changes to our policy.

Houten, February 2025