

## CUSTOMER AND SUPPLIER ADMINISTRATION PRIVACY STATEMENT

### Collection and use of personal data from customers, suppliers and other contractors

Please note that we will collect and use the personal data you provide because you have given your consent or because this is necessary to conclude and execute any agreement with you. This applies both to our (potential) customers and to parties from whom we purchase business and/or services. We process the following data: first name, last name, address details, telephone number, e-mail address, other data you actively provide by creating a profile on our website or in other correspondence.

If you are a (potential) customer of ours, we use your data to send you an offer, to determine what specifications or wishes a certain item or service should meet, to deliver goods or perform work for you, to invoice you and to communicate with you smoothly and efficiently about the execution aspects of the agreement.

If you are a (potential) supplier or other contractor, your personal data are also necessary for the conclusion and execution of the agreement. In the case of procurement, this is necessary to let you know what specifications or requirements a particular item or service should meet as far as we are concerned, to be able to send you a request for a quotation or place an order with you, to be able to pay your invoices and to communicate with you smoothly and efficiently about other aspects of the agreement.

If you are a relation of ours, we will use your data to contact you for purposes that are in the interest of our company. Think for example of discussing a possible cooperation, providing, and obtaining information and maintaining our network.

You are not obliged to provide us with your personal data. However, if you do not provide us with any or sufficient personal data, we may not be able to carry out the activities. Your data will be deleted one year after the last contact.

### Passing on to third parties

In connection with the performance of any agreement with you, we may need to provide your personal data to parties that supply us with parts, materials and products or perform work on our behalf. Furthermore, we use external server space for the storage of (parts of) our sales and purchase administration, of which your personal data are a part. Your personal data are provided to our server space provider for this reason. Furthermore, we use Microsoft Office and its storage facilities for e-mails and other files. Finally, because we use a newsletter mailing service, your personal data are passed on to the provider of this service, provided you have given your consent.

### Direct marketing

If you requested a quote from us but did not become a customer with us, we will delete your data no later than one year after our last contact. Similarly, if we have received a quotation from you but have not become your customer, we will delete your personal data no later than one year after our last contact. If you did become our client or we did become your client, we will retain your personal data for a period of seven years after the end of the financial year in which the agreement with you was fully executed. The seven-year period corresponds to the period during which we are obliged to keep our records for the Tax Authorities. At the end of this period, we will delete your personal data.

### Retention period personal data

If you requested a quote from us but did not become a customer with us, we will delete your data no later than one year after our last contact. Similarly, if we have received a quotation from you but have not become your customer, we will delete your personal data no later than one year after our last contact. If you did become our client or we did become your client, we will retain your personal data for a period of seven years after the end of the financial year in which the agreement with you was fully executed. The seven-year period corresponds to the period during which we are obliged to keep our records for the Tax Authorities. At the end of this period, we will delete your personal data.

### Website visit / Cookies

Cookies are small text files that are placed on your computer, tablet or smartphone during your visit to our website. These text files store information that can be recognised again by the website on a later visit.

Our website uses tracking cookies if you have given us permission to do so. We do this to collect information about your internet behaviour so that we can make you targeted offers for products or services. You may withdraw your consent at any time. Your data will be kept for a maximum of one year.

We also place functional cookies. We do this to make our website easy to use. For example, saving products in your shopping cart or remembering your login details during your visit.

Analytics cookies allow us to see which pages are visited and clicked on within our website. We use Google Analytics for this purpose. The information Google collects in this way is anonymised as much as possible. On your first visit to our website, we have already informed you about these cookies and asked your permission to place them. You can opt out of cookies by setting your internet browser so that it no longer stores cookies. In addition, you can also delete any information previously stored via your browser settings.

### Your rights

You have the right to ask us to access your own personal data. If there is reason to do so, you can also ask us to supplement your personal data or amend inaccuracies. In addition, you have the right to ask us to delete your personal data or restrict the use of your personal data. You can also object to our collection and use of your data or lodge a complaint with the Personal Data Authority: <https://autoriteitpersoonsgegevens.nl/>. Finally, you can request us to obtain your personal data or transfer it to another person. To exercise your rights, please contact: Multitube Engineering B.V., Fahrenheitstraat 18 6003DC Weert, +31 (0) 495 222222, [sales@multitube.nl](mailto:sales@multitube.nl). You can also contact us with questions or for more information about the collection and use of your personal data. To ensure that the request for inspection is made by you, we ask you to enclose a copy of your proof of identity with the request. We hereby ask you to black out your passport photo and Citizen Service Number (BSN) in this copy. The copy may only be sent in black and white. This is to protect your privacy and prevent identity theft. We will respond to your request as soon as possible, but within four weeks.

**Weert, 01-01-2023**