



## PRIVACY STATEMENT

Your privacy is important to NovoServe B.V. (“NOVOSERVE”), therefore NOVOSERVE takes great care in handling the personal data of its customers in order to protect customer privacy. NOVOSERVE believes you should know what information they collect from you, as well as how that information is used, disclosed, and protected. NOVOSERVE has created this Privacy Statement to explain their privacy practices and policies. This statement does not cover data hosted, transmitted or processed on infrastructure leased from NOVOSERVE by its customers. The customer leasing NOVOSERVE infrastructure will be responsible for the personal data processing, acting as a data controller. If at any time NOVOSERVE has access to personal data stored on infrastructure leased from NOVOSERVE, NOVOSERVE shall be the data processor, and any actions performed by NOVOSERVE in relation to such data shall be solely governed by the agreement concluded between NOVOSERVE’s customer and NOVOSERVE.

NOVOSERVE will not sell or disclose your personal information to unaffiliated third parties without your consent except as otherwise provided in this statement or our Terms of Service, and Acceptable Use Policy.

By using NOVOSERVE websites and services you agree and give consent to the terms set out in this Privacy Statement.

This Privacy Statement was most recently changed on 11 November 2019.

### NOVOSERVE MAY COLLECT YOUR DATA WHEN

- You order a product or service from NOVOSERVE;
- You participate in a NOVOSERVE survey;
- You subscribe to a NOVOSERVE newsletter;
- You ask NOVOSERVE for information about a NOVOSERVE service, or contact NOVOSERVE with a question, comment or complaint;
- You submit an abuse notification to NOVOSERVE.

In addition, NOVOSERVE may collect data about you from fraud-prevention agencies, referral partners, business directories and credit reference agencies.

NOVOSERVE does not intentionally collect information from children under the age of 16.

### NOVOSERVE MAY COLLECT THE FOLLOWING DATA ABOUT YOU

- Your name, (business/private) address, phone number, date of birth, email address, personal identification numbers (including but limited to social security number), documents and information that certify your identity;
- Your NOVOSERVE account information – such as NOVOSERVE services you ordered, your customer ID, service charges, and the use of NOVOSERVE services;

- Your IP address when placing an online order through NOVOSERVE’s website. At the moment of securely entering your personal details and payment information;
- Your contact with NOVOSERVE – such as a note or recording of a call you make to NOVOSERVE, a chat record when you engage in a chat session with NOVOSERVE, an email or letter you send to NOVOSERVE or other records of any contact you have with NOVOSERVE;
- Information about your payment methods, such as credit card number, bank account number or other banking information;
- Information provided by you to NOVOSERVE when you notify NOVOSERVE of a (suspected) breach of NOVOSERVE’s Acceptable Use Policy.

## **PAYMENT INFORMATION**

Your payment transaction may be processed by one of our third-party payment suppliers. These suppliers are payment providers which can process your payment on behalf of NOVOSERVE.

## **NOVOSERVE MAY SHARE DATA ABOUT YOU WITH**

- Partners or agents involved in delivering the services you’ve ordered with NOVOSERVE;
- Debt collection agencies or other debt recovery organizations;
- Law enforcement agencies, regulatory organizations, courts or other public authorities to the extent required by law;
- A NOVOSERVE customer, if you notify NOVOSERVE that this customer’s use of NOVOSERVE services violates the NOVOSERVE’s Acceptable Use Policy or applicable law;
- A third party that has claimed that your use of the NOVOSERVE services violates the NOVOSERVE’s Acceptable Use Policy or applicable law (to the extent such sharing is required by law).

## **NOVOSERVE MAY PROCESS YOUR DATA FOR THE FOLLOWING PURPOSES:**

- Processing of orders and provision of services;
- Conducting market research, conducting retention and customer satisfaction surveys, conducting marketing (including social media) and sales activities;
- Communicating with customers to provide information about services of NOVOSERVE and affiliated companies, to provide information about offers, orders, provision of services, order status and payment, to provide support and maintenance services, to handle complaints, and to answer questions from (potential) customers;
- Performing financial processes (including calculating, invoicing and collection of service charges), processing financial transactions regarding the acceptance of orders, checking solvency and granting debt collection rights to third parties;
- Investigating and processing suspected violations of NOVOSERVE’s Acceptable Use Policy;
- Ensuring the security of persons, goods, objects, and performing fraud detection;
- Conducting legal processes, including conducting legal proceedings, and collecting evidence for civil legal proceedings;
- Complying with statutory obligations, including the provision of data to authorized authorities in the context of criminal investigations, complying with (applicable) data retention obligations, and the provision to third parties of data concerning customers in connection with an infringement of these third parties’ rights.

## **COOKIES AND SIMILAR TECHNOLOGIES**

A cookie is a small amount of information that our websites can store on your computer or any other device used. Your device provides this cookie when visiting the same website in the future. Cookies are used to enhance your experience with a website.

NOVOSERVE uses cookies to identify visitors and track visits to their websites, store login session information and remember your user preferences. Visitors can disable the storage of cookies in their web browser but should be aware that doing so may affect the quality of the experience with a website.

## WHERE DOES NOVOSERVE STORE YOUR PERSONAL DATA

Personal data collected by NOVOSERVE is stored and processed in a data center in the Netherlands. Personal data collected by affiliates, service providers or payment providers of NOVOSERVE may be stored and processed in any other country where they maintain facilities.

## HOW TO ACCESS AND CONTROL YOUR PERSONAL DATA

You can view and edit part of your personally identifiable information by logging into the NOVOSERVE Client Area.

If you cannot access certain personal data collected by NOVOSERVE via the link above or directly through the NOVOSERVE services you use, you can always contact NOVOSERVE using the contact details listed below this statement. NOVOSERVE will respond to requests to access (make available) or delete your personal data within 5 business days.

You can choose whether you do not wish to receive promotional communications from NOVOSERVE by email, physical mail and telephone, or marketing communications (e.g., news and updates) from NOVOSERVE. You can exercise that right at any time by contacting [info@novoserve.com](mailto:info@novoserve.com).

## SECURITY AND SAFETY FEATURES

NOVOSERVE is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to enable protecting your personal data from unauthorized access, use or disclosure. E.g., we store the personal data you provide on computer systems that have limited access and are in controlled facilities. When we transmit highly confidential data (such as a credit card number or password) over the Internet, we protect it through the use of encryption.

## CHANGES TO THIS PRIVACY STATEMENT

NOVOSERVE will update this Privacy Statement when necessary to reflect customer feedback and changes in their services, or if changes in the law so require. Changes to this statement will be made at NOVOSERVE's sole discretion. When they post changes to this Privacy Statement, NOVOSERVE will revise the "recently changed" date in introduction of the statement above and describe the changes in the announcement which is also made available on their website. If there are changes to the statement or in how NOVOSERVE will use your personal data, they will notify you by sending you an announcement. NOVOSERVE encourages you to periodically review this Privacy Statement to learn how it is protecting your data.

## HOW TO CONTACT US

Based on the principal place of business, NOVOSERVE falls under the supervision of the Dutch Data Protection Authority (Dutch DPA). To learn more about or to contact the Dutch DPA, please visit <https://autoriteitpersoonsgegevens.nl>.

If you have a privacy concern, complaint, or question for the Data Protection Officer of NOVOSERVE, please contact the DPO by sending an email to [info@novoserve.com](mailto:info@novoserve.com). The DPO will respond to the questions or concerns within 5 business days.

Unless otherwise stated, NOVOSERVE is a data controller for personal data it collects through the services it provides. NOVOSERVE's address is: NovoServe B.V., Gildenbroederslaan 1, 7005 BM, Doetinchem, the Netherlands. Email: [info@novoserve.com](mailto:info@novoserve.com). Telephone: +31 (0) 88 668 62 53. To learn more about NOVOSERVE, please visit <https://www.novoserve.com/>.