

## **Privacy statement Eurofins Food & Feed Testing Netherlands Holding B.V.**

Eurofins Food & Feed Testing Netherlands Holding B.V. (Chamber of Commerce: 52417727.), further referred to as "Eurofins Nederland", processes personal data via the Websites: <https://eurofinsfoodtesting.nl/>, <http://www.bureaudewit.nl> and <https://www.c-mark.nl>, (hereinafter: 'Websites').

We think it is of great importance that we handle the personal data collected by us carefully. We respect the privacy of all those involved, such as customers, suppliers and users of our Websites. We ensure that all personal information received or provided by you are treated confidentially and carefully processed and secured by us, in accordance with the requirements of the General Data Protection Regulation.

With this Privacy Statement we would like to explain to you which personal data we collect and use and for what purpose we do so. We encourage you to read our Privacy Statement carefully so you will be fully aware of the way we handle your personal data.

### **1.1 Are you a customer or a supplier?**

Then we process your personal data in order to execute the agreement that we have with you as well as possible.

By storing your personal data we are able:

- to contact the right contact in any means (with regard to the agreement);
- to communicate about products, services, events, surveys and promotions of Eurofins;
- to respond to requests such as quotation requests, documentation requests, free test requests, questions and applications;
- to manage your account and communicate about it with you;
- to communicate with you about vacancies and (future) possibilities to work with us.

### **1.2 Welke klant- en leverancier gegevens worden door ons verzameld ?**

Voor de hiervoor omschreven doeleinden gebruiken wij de onderstaande gegevens:

- adres data;
- company details;
- E-mail address;
- Telefoonnummer;
- position contact with customer.

### **1.3 How do we save the personal data?**

As soon as you become a customer at Eurofins you will be added to our CRM system: CRM Client Management. You will receive a welcome form in which we provide you with relevant customer information. We only keep and use the personal data that you provide us with directly and which are clearly stated to us to be processed for our services. We retain the information that is provided to us, as long as this is necessary in order to complete our services. After processing our services, we archive your personal data 5 years. If you ever have questions about the services we have provided, we can provide you with a satisfactory service for a certain period of time.

#### **1.4 Are you visiting our Websites?**

In that case it is good to know that by visiting our Websites certain data is processed and saved. This may be personal data. We only keep and use the personal data that is entered directly by you and of which it is clear that it is provided to us to be processed by us. This is, for example, the case when you fill in an (online advice) contact form on our Websites, or when you send us an e-mail via the Websites. We save the data that are provided to us for as long as this is necessary to answer your question(s) or handle your request.

#### **1.5 Which data from website visitors we save and how do we do this?**

Depending on the services and functionalities you use on our Websites, we may process the following personal data from you:

- First Name;
- Last name;
- Company Name;
- E-mail address;
- Telephone number;
- Information that you provide us with by filling in in an open field, such as our (online advice) contact form;
- Technical measurement data of the equipment such as IP address, MAC address, identifiers in cookies, your preferred settings and your surfing behaviour on our Websites (only in case of cookies).

In the event that we act as a controller of personal data, we build on various legal bases to may process your personal data. This basis can be (for example) an agreement (or assignment) with you, but it is also possible that the legislations allow us to save and process you personal data, for example if we have a legitimate interest in doing so. In the event that we act as data processor, we only process personal data on behalf of the controller and handle/act only according to their written instructions.

#### **1.6 Provision to third parties**

We do not sell your personal information to third parties. However, it may happen that your personal data is shared with Eurofins sister affiliates or that we engage third parties to perform a service or project. For example, we use a third party to provide newsletters and other mailings, for our (financial) administration and for hosting support. We will only give these third parties access to systems with personal data if this is absolutely necessary for the execution of the assignment or service. In the event that third parties that are engaged by us must be regarded as processor (s) within the meaning of the General Data Protection Regulation, we will conclude a processing agreement with these third parties. This agreement contains a confidentiality clause that obliges third parties to respect the confidentiality of your data.

#### **1.7 Security of your personal data**

We take appropriate security measures to limit abuse of and unauthorized access to your personal data. We ensure that only the necessary persons have access to the data, we make backups of the personal data in order to be able to recover them in the event of physical or technical incidents and we ensure that access to the data is protected and that our security measures are checked regularly.

## **1.8 Statistics**

We keep up general visitor data on the Websites. In this context, the IP address of your computer, the time of retrieval and data that the browser of a visitor sends, can be registered and used for statistical analyses of visiting and clicking behaviour on the Websites. With the knowledge of these statistics we also optimize the (use of) the Websites and our services in general. More information about the way we use statistics can be found in our separate cookie policy that is published on our Websites.

## **1.9 Social media**

Our Websites contain buttons to promote or share pages on social networks (Facebook, LinkedIn and Instagram). These buttons are created by a code that is provided by the social media parties. It is possible that this particular code includes a cookie. Please read the Privacy Statement of Facebook, LinkedIn and Instagram (that are subject to change) to see what they do with your personal data that they process with this code. You can also find more information about the use of social media in our cookie policy published on our Websites.

## **1.10 Google Analytics**

We use Google Analytics to keep track of how website visitors use our Websites. The information that is obtained, including the address of your computer (IP address), is transferred to and saved by Google on servers in the United States. Google uses this information to keep track of how visitors use our Websites in order to provide us with reports on the Websites. Google may provide this information only to third parties when Google is legally obliged to do so, or insofar as these third parties process the information on behalf of Google. We have no influence on this. You can read the Google Privacy Policy [here](#).

## **1.11 E-mail communication**

We send (automated) e-mails by which we want to inform interested parties about our services and related (marketing) campaigns. Your e-mail address will only be added to our list of newsletter subscribers with your explicit permission. Each newsletter also contains a link that you can use to unsubscribe from the newsletter.

## **1.12 Use of cookies**

We use cookies when offering our electronic services. A cookie is a small file that is sent with the pages of our Websites and saved on the hard disk of the computer. Using a cookie we can, among other things, combine various actions on the Websites and analyse the behaviour of users. We can share this information with partners for social media, advertising and analysis. These partners may combine the data with other information that you have provided to them or that they have collected based on your use of their services.

By combining your data, we can display personalized offers and personalized content that match your interests and purchase history. This way we can provide you with better and more relevant information and it prevents you from seeing content or offers that are less interesting to you. We only use the data aggregated. This means that we cannot trace the data back to a specific individual. Of course you can refuse the use of these cookies but this may limit the functionality and easy use of the Websites.

### **1.13 Access and modification of your data**

When you have a relationship with us you will have the opportunity, after a written request, to view your personal details. If the information that is provided by us contains omissions and / or inaccuracies, you can submit a written request to amend, limit or delete the data. You also are entitled to data portability. This means that you can submit a written request to send your personal data, in a suitable file, to you or to another person / organization of your choosing. If you don't want to be contacted with information about our products and services in any manner you can report this to the following address:

#### **Eurofins Food & Testing Netherlands Holding B.V.**

directed to: D.Wetjens

Leeuwarderstraatweg 129

8441 PK Heerenveen

### **1.14 Data Protection Authority**

If you have complaints about the way we handle or process your personal data we would gladly like to help with finding a convenient solution. If, however, our help does not lead to a acceptable solution, you are entitled to file a complaint with the Dutch Data Protection Authority. You can contact the Dutch Data Protection Authority by visiting the Website <https://www.autoriteitpersoonsgegevens.nl/>

### **1.15 Changes and amendments in our Privacy statement**

We are entitled to change our Privacy Statement and we will do so to keep our Privacy Statement up to date. Amendments will be published on our Websites. Therefore, we recommend you to consult this Privacy Statement regularly, so you are aware of (important) amendments.