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Privacy Statement

We respect the privacy of everyone who comes into contact with ManualMaster. We are committed to ensuring that the personal information you provide to us is treated confidentially. Personal data is processed in accordance with the requirements of the General Data Protection Regulation (Algemene Verordening Gegevensbescherming). This Privacy Statement describes how ManualMaster handles personal data.

1 Which personal data do we process?

Below is an overview of the personal data that we process:

- first name and surname
- your chosen form of address (e.g. Mr, Mrs or other)
- Company details:
 - (visiting) address,
 - telephone number (landline and/or mobile),
 - e-mail address,
 - company website-url
- job title
- other personal data that you have actively provided to us, for instance when creating a profile on this website, corresponding with us or contacting us by telephone.

2 Why do we need your data?

We process your personal data in order to commence and deepen your relationship with ManualMaster. You decide for yourself the extent of your relationship with ManualMaster.

ManualMaster uses your personal data for the following purposes:

- to respond to your request for information about our products or services;
- to contact you by telephone or in writing in order to provide our services when using our products;
- in order to carry out financial processing of the products or services purchased by you;
- to inform you about changes in our services and product range;
- to provide you with our newsletter and/or inform you about our sales promotions that you have indicated you would like to receive;
- to be able to contact you about products and/or services you provide to us.

When you register for an activity of ManualMaster through the website or in any other way, for instance for a meeting, the newsletter or a request for certain information, this means that ManualMaster has a legitimate interest in using your data to send you related relevant



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information. This will continue to apply until you indicate that you no longer wish to receive such information.

If your organisation is a customer of ManualMaster, we will process your data as a necessary part of the fulfilment of the rights and obligations arising from the customer-supplier relationship or in accordance with the law.

3 How long do we retain your data?

ManualMaster retains your personal data in order to achieve the purposes for which the data are collected. Our retention period starts immediately after data registration and your data is deleted as soon as it is no longer relevant to the provision of services.

The above-mentioned periods apply unless ManualMaster is obliged to retain personal data for a longer period in accordance with a statutory provision.

4 Use of private area of website

If you are an employee of a customer of ManualMaster, you can create an account to log into the private area of our website. As a user, you are responsible for handling your user name and password with care. We assume that a person who logs in with a user name and password is authorised to do so. If you suspect that your password is known to unauthorised persons, you must inform ManualMaster as soon as possible so that we can take action.

5 Newsletter

You can subscribe to the general newsletter of ManualMaster through the website. In our newsletter, we inform interested parties about relevant developments regarding the business and products of ManualMaster. Every newsletter contains an unsubscribe link. The newsletter subscriber database is not passed on to third parties other than to the e-mail provider.

6 Sharing your personal data

We will only share your data with third parties if this is necessary for the execution of our agreement, a legal obligation or in order to facilitate our services and products, such as the e-mail tool provider, e-mail provider and CRM provider.

7 Analysis of website visits

We track website visit data. In particular, we record the IP address of your computer, the time of the request and the data your browser sends. This data is used for statistical analyses



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of website visitor and clicking behaviour. All this is done in order to optimise the website. We use Google Analytics to perform the analyses. More information on the privacy consequences of this can be found on the website of the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). Please also read the [privacy policy of Google](#) for more information, as well as the specific [privacy policy of Google Analytics](#)

The website is equipped with a so-called cookie consent management tool with which you decide which cookies may or may not be used.

More information about the cookies present on the website and their purpose can be found here [Cookie Declaration - ManualMaster](#) .

8 Access, modification or deletion of your personal data

You have the right to access and rectify your personal data at any time and we will delete these data upon request.

If you want more information about ManualMaster, our privacy policy, or you want to make a request for access, rectification or deletion, please contact us at the address below. We will respond to your request as quickly as possible, within four weeks.

ManualMaster b.v.

De Wederik 4

3355 SK Papendrecht

078-6446888

info@manualmaster.com

Complaints about processing operations can also be submitted to the national privacy supervisory authority.

9 Security of data

ManualMaster takes the processing and protection of your data seriously and applies the recommendations of the Ministry of Justice, which are described in the 'Guide to the General Data Protection Regulation'. ManualMaster has taken appropriate measures to prevent unauthorised access, unauthorised rectification, unwanted disclosure, misuse and loss of your data. If you have the impression that your data is not properly secured or there are indications of misuse, please contact us at info@manualmaster.com



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10 Amendments to this Privacy Statement

We reserve the right to amend this Privacy Statement. Amendments will be published on our website. ManualMaster therefore advises users to regularly check this page to see if any amendments have been made. The current Privacy Statement was updated on 01-Sep-2020.