



Flowid Privacy Policy

Your personal data belongs to you, that is clear to Flowid. We aim to respect and process your personal data with due care at all times. When visiting our websites, you shall feel confident that your privacy is respected.

The purpose of this policy is to inform you of the types of Personal Data we collect when you use one of the Flowid web sites and the steps we take to protect and safeguard your personal information.

- This policy and its principles apply to personal identifiable information we ask for and that you provide. By this we mean information that directly or indirectly identifies you, such as your name, physical address, e-mail address, IP number or other contact details.

We aim to process personal data that is adequate, relevant and not excessive in relation to the purpose for which it has been collected. We believe in being transparent about the types of personal information and why we collect your information. We only collect and process personal information where we have lawful grounds to so, and in accordance with Data Privacy Laws.

- On request, Flowid will provide you with further information regarding our processing and protection of your personal data when visiting our websites or communicating with us through other channels. Please see the contact section below.

Personal Data collection

We hope the following information will help you make an informed decision about sharing your personal information with us. You are always free to decide if you want to provide your personal identifiable information or not.

Just visiting our website

By accessing and browsing our web sites and most other services, we do not require personal identifiable information. We may collect limited non-personal identifying information your browser makes available whenever you visit a website. For example, your Internet Protocol address, browser language, geographical location data, date and time, and cookies. We use non-personal information to better understand user experience and interaction with the sites and to further improve our offerings and services.



Connect to you for business

Where you request to receive newsletters, marketing and promotional material, general information or connect with us online, we may (depending on type of contact you request) collect the following personal identifiable information, for example:

- ▶ Contact details (e-mail, address, phone, professional title or role), company name, gender and language preferences;
- ▶ Event, meeting (including feedback about content and services at events you attend through surveys), travel Information;
- ▶ Where connecting on social platforms, we may also collect information you submit or post to and from our Services.

We may also collect information from business partners, from third parties acting on your behalf, and other platforms that help provide Services. For example, we may receive meeting data from an event registration provider.

We use your personal identifiable information to provide you with the requested services and may send you marketing and promotional material relevant to you, including invites to events and seminars, product and service offerings, to keep in contact and to provide you with news, updates and other business-to-business related information relevant to you.

You may at any time ask us to delete your personal identifiable information. Please contact dataprivacy@flowid.nl

Flowid is responsible as controller

Flowid Holding BV, headquartered in Eindhoven, The Netherlands, is the data controller of personal information collected via our website and which you entrust to us. We always aim to comply with the General Data Privacy Regulation and other applicable Data privacy laws.

Legal grounds for Collection and Processing of Personal Data.

Depending on what services you request from us, we only process your personal identifiable information where we have legal grounds to do so. Where we require your consent to collect and process your personal data, the request form will be provided in a clear, specific and expressly manner.

If we have asked for your consent, it can always be revoked at any time by contacting us and we will not use or process your personal identifiable information any more.



Sharing of information

As a general rule, Flowid never rents or sells your personal identifiable information to other companies or individuals, unless we have your consent. We may share such information in any of the following limited circumstances:

- ▶ With your consent.
- ▶ To trusted businesses or persons for the sole purpose of processing your request on our behalf. Where this occurs, such parties are subject to agreements which require them to process such information only on our instructions and in compliance with this Privacy Policy and appropriate confidentiality and security measures.
- ▶ Where we are required by law or have good faith to believe that access, preservation or disclosure of such information is reasonably necessary to protect the rights, property or safety of Flowid, its users or the public.

We may store and process personal information collected on our site in any country in which Flowid or our hosting providers maintain facilities. By using our services, you consent to the transfer of your information among these facilities, including those located outside your country.

Sharing of Account-specific information

When you have created an account with us we may share information submitted under your account among all our services as well as distributors and channel partners to provide you with a seamless experience and to improve the quality of our services. We will not disclose your account information to other people or non-affiliated companies, except in the limited circumstances described in this Policy or with your consent.

We only share your Information with data platforms and cloud providers that perform services on our behalf. We share Information with companies that help us operate and support our Services. Some vendors may be located in a country other than where you live. We may also share Information with analytics and search engine providers who act on our behalf.

Security Measures

We aim to implement appropriate technical and organisational measures to protect your personal data against accidental or unlawful destruction, accidental loss or alteration, unauthorised disclosure or access and any other unlawful forms of processing. We aim to ensure that the level of security and the measures adopted to protect your personal data are appropriate for the risks presented by the nature and use of your personal data.

We restrict access to your personal data to our employees and suppliers who need to use the information in order to process it on our behalf, and who are contractually required to keep your personal data secure and confidential.



Updating your information

Where we process your personal data, we aim to ensure that it is accurate and up-to-date. We will seek to erase or rectify personal data that is inaccurate or incomplete. If you need to update or correct your personal identifiable information, please contact dataprivacy@flowid.nl with your request and we will provide you with the mechanism for updating and correcting your personal identifiable information.

Retention

We will only retain your personal data for as long as it is necessary to fulfil the purposes outlined in this policy or the purposes of which you have otherwise been informed. We will retain your data for as long as permitted under applicable legal grounds, after which it will be deleted.

If our legal grounds rely on your consent, you may revoke your consent at any time. Where you have exercised your right to withdraw your consent we may be required to keep your personal identifiable information for defined period in order for us to meet our legal obligations and defend ourselves in legal disputes under certain circumstances.

Links to third party sites

Services may include links to other websites whose privacy practices differ from ours. These external sites may place their own cookies on your computer, collect data or solicit personal information. If you submit Personal Information to any of those sites, your Information is governed by their privacy policies. Flowid does not exercise any control, or assume any responsibility for these sites, and we encourage you to carefully read the privacy policy of any website you visit.

Your Rights as an individual under this Policy

Since we process your Personal Data you can exercise certain rights during specific circumstances. In relation to your Personal data you may request to:

- ▶ Access your Personal Data (data subject access request)
- ▶ Rectify your Personal Data
- ▶ Erase your Personal Data
- ▶ Restrict the processing of your Personal Data
- ▶ Object to the processing of your Personal Data
- ▶ Withdraw your consent



All requests must be made in writing and be signed by you, and include information on name, address and, preferably, your e-mail address to verify your identity. Where the applicable law provides for an administrative fee for complying with such a request (including frivolous or excessive requests) such a fee may be charged by Flowid.

All valid requests will be dealt with in a prompt and proper manner and we will respond within no less than 30 days upon receiving your request.

To make your request, please contact dataprivacy@flowid.nl

If your request has been denied for the stated reasons, you may file a complaint to the local data protection authorities in the jurisdiction of the office in which the services are being provided.

Changes to this Notice

Flowid reserves the right to amend this policy from time to time. We expect most such changes to be minor, but there may be changes that are more significant. The date of the last modification is stated at the end of this document.

We will post those changes on this page and we will also provide a more prominent notice if the changes are significant. Each version will be noted at the top of the page. Prior versions of this Privacy Policy will be kept in an archive to view.

Contact

If you have any additional questions or wish to exercise your rights, please feel free to contact us any time at dataprivacy@flowid.nl

Version

This policy was published on 23rd of May 2018