

## **NEN privacy statement**

### **NEN privacy statement: what we do with the personal data of our visitors, customers, committee members, job applicants, and other contacts**

On the 25th of May 2018, the General Data Protection Regulation came into effect. It is sometimes necessary to process personal data to be able to properly execute our activities. Personal data is data that provides information regarding a private individual, such as contact details, but also financial data or data regarding other privacy-sensitive matters. We have of course taken measures to comply with the new legislation, and we would like to inform you of this.

When we process personal data we always do this carefully and in accordance with the law and our internal privacy policy. The basic principles of our internal privacy policy are:

- We will always tell you what we do with your data and how you can, for example, exercise your right of access and objection.
- We only use the data for the purpose for which we have collected it (such as performance of agreements, customer relationship management, customer administration, and marketing).
- We do not collect, use and retain data for any longer than we require for achieving the purpose for which we have acquired the data and only if there is no other way of achieving the same purpose.
- The more privacy-sensitive the information is, the less we make use of the data.
- We only use the data insofar as a basis for this is set out in the law.
- We take appropriate security measures against the loss of or unauthorised access to the personal data.
- We only provide your personal data to third parties if we obtain sufficient safeguards for the protection of your data.

You will find information in this privacy statement regarding what we do with the personal data that we acquire during the execution of our activities. We answer the following questions in this privacy statement:

1. Which type of personal data is processed by us?
2. For which purpose do we process your personal data?
3. Why are we permitted to use your personal data?
4. Who has access to your personal data?
5. For how long do we retain your personal data?
6. Who is the controller for the processing of your personal data?
7. Who can I contact if I have questions regarding the use of my personal data?
8. How are third parties permitted to use my personal data?
9. How do we secure your personal data?
10. Which rights do you have with regard to the use of your personal data (and how can you exercise these rights)?

11. Do you place cookies when I visit your website?
12. Do you use my data for sending newsletters?

### **Privacy statement for (website) visitors, customers, and other contacts**

*Who is the controller for the processing of your personal data?*

Stichting Koninklijk Nederlands Normalisatie-instituut, with its registered office and principal place of business in (2623 AX) Delft, at Vlinderweg 6, is the controller for the processing of your data.

*Which type of personal data is processed by us?*

- Contact details (such as name, email address, work address or home address, the messages left by you, including any personal data left by you in that message).
- Cookies (see below).
- User name and password.
- The name of the organisation that you work for, or that you represent, your job title.
- Data for the purpose of calculating or recording of invoices, making payments, and the collecting of claims, including invoice addresses and delivery addresses and credit card details, when you purchase services or products from us.
- Information related to the type of browser, OS, or type of device that you use for visiting our website.
- Recordings of telephone conversations that you have with our customer service.
- Number plates and camera images when you visit our Building at Vlinderweg 6 in Delft.
- All other information that you might provide to us.

*Further information regarding cookies*

General visiting data such as the most frequently requested pages are kept up to date on our website. The purpose for this is to optimise the lay-out of the website. The data can also be used for offering more targeted information. Your personal data will never be sent/included via the internet without your agreement.

Cookies are placed on the NEN website. Cookies are simple text files that contain information and that are saved by your browser to your computer, tablet, or smartphone. The website instructs the browser with which you visit websites (for example, Internet Explorer or Google Chrome) to save these cookies to your computer. A cookie does not contain identifying data and is only applied to make the use of the NEN website easier for you. If you do not appreciate this, you can block the use of cookies via your web browser (e.g. Internet Explorer or Firefox). Most parts of our website remain legible in that case.

Three types of cookie settings are used:

#### Strictly necessary

The visitor provides consent for the following with these:

- to remember log in data;
- to guarantee security when logged in;
- to remember what is in the shopping cart;
- to remember how far the visitor has progressed with ordering.

#### Surfing behaviour analysis

The visitor provides consent for the following with these:

- to remember log in data;
- to guarantee security when logged in;
- to remember what is in the shopping cart;
- to remember how far the visitor has progressed with ordering;
- to monitor surfing behaviour on the website, which gives insight into what customers find important (this is not traceable to an IP address).

#### Social media

Via these cookies NEN provides you with the opportunity to share information on the website through social media buttons. These are cookies that are placed by third parties. For further information please read the privacy statements of LinkedIn, Twitter, or Facebook. This information is regularly modified, and NEN has no influence over this.

The visitor provides consent for the following with these:

- to remember log in data;
- to guarantee security when logged in;
- to remember what is in the shopping cart;
- to remember how far the visitor has progressed with ordering;
- to monitor surfing behaviour on the website, which gives insight into what customers find important (this is not traceable to an IP address).
- to offer the option to share pages with social networks.

NEN does not place tracking cookies on the website, but if you make use of social media cookies, third parties can place these cookies.

*How do we use this information and on what basis do we do this?*

We process the personal data as referred to above for the following reasons:

- For service purposes: to be able to follow up your message and to be able to inform you of the further steps.
- For customer relationship management, marketing, customer administration, and service purposes (to inform you of the latest news regarding NEN and relevant services, marketing,

and to measure the response to our marketing actions, the management of our CRM, and to improve the functioning of our website).

- For the development of sales promotions.
- To be able to conduct an adequate customer administration and accounts receivable management.
- For internal control and company security.

The use of your personal data is necessary for:

- The performance of agreements with our customers.
- The fulfilment of our statutory obligations.
- Looking after our legitimate interest to be able to (continue to) provide our services as efficiently as possible to our customers.
- Looking after our legitimate interest to be able to (continue to) provide our services as efficiently as possible to the visitors of our website.
- Looking after your legitimate interest to obtain correct information.
- The legitimate interest of NEN to secure our property.

NEN uses the contact details of its existing customers for sending service emails and for sending commercial information, such as newsletters and invitations for events. You can always unsubscribe from the emails with commercial information or adjust your preferences by using the unsubscribe option that is included in every message or by sending an email to [communicatie@nen.nl](mailto:communicatie@nen.nl).

NEN only uses the contact details of contacts other than its customers for sending commercial information, such as newsletters and invitations for events, if you have provided prior consent for this. You can always withdraw your consent by using the unsubscribe option that is included in every message or by sending an email to [communicatie@nen.nl](mailto:communicatie@nen.nl). We will ask your consent for using your contact details again after three years.

*Who do we share this information with?*

NEN does not provide your personal data to third parties without your prior consent, unless NEN is obliged to do so on the basis of a statutory provision or a judicial decision. We also do not use your data for tracking which adverts may be interesting for you or for linking adverts to your interests. NEN uses various systems for the processing of your personal data. As a result, the suppliers of these systems can also process your personal data. You can contact us at [privacy@nen.nl](mailto:privacy@nen.nl) for further information regarding these suppliers.

It may also occur that third parties, such as our accountant and our legal and financial advisers, are given access to your personal data in the context of assignments provided by NEN and/or supervisory duties that they fulfil with regard to NEN.

NEN has made arrangements with all parties that have access to your personal data, to ensure that there are sufficient safeguards for the careful processing of your personal data. This is in accordance with the law and the internal privacy policy of NEN and this NEN privacy statement.

If we give third parties access to your data, we only do this if we are certain that these third parties will only use the data in a manner and for a purpose that is related to the purpose for which we have acquired the data. And only in accordance with this NEN privacy statement. Furthermore, the obligations of confidentiality required by law and security measures for the prevention of your personal data becoming known to other parties apply. Moreover, we always look at how we can respect your right to privacy as much as possible.

If we wish to transfer your data outside Europe, for example because a data centre or our supplier is established there, we will only do this subject to the conditions that the law sets out for this, for example by means of a contract which the EU Model Clauses apply to.

*For how long do we retain your data?*

NEN does not retain your personal data for any longer than necessary for the purpose for which this was saved. We adhere to specific periods, following which we remove this data:

- If you have registered for a newsletter or have provided consent for receiving personalised messages, we retain this consent for 2 years. If you decide that you no longer wish to receive the newsletter or personalised messages, we also retain the withdrawal of your consent.
- If you are one of our customers, we will retain your data during the agreement that you have entered into with us and for another 12 months after this. If you have bought a standard from NEN, we will retain your data for 7 years, due to the review period for standards.
- If you are a potential customer and you have expressly agreed to us contacting you, we will retain your data until you sign out, or after 12 months from the time when you had contact with us for the last time.
- We remove inactive customer accounts in any event after 7 years.
- Tax regulations oblige us to retain our administrative records with your invoice data, payment data, and order data for 7 years.
- As a rule, we remove recorded telephone conversations after 30 days, unless we have a statutory obligation to retain a conversation for a longer period of time.
- We do not retain camera images for any longer than 4 months. Unless we see anything suspicious that we must investigate further, or the images must be retained for a longer period of time due to another statutory obligation.

It applies in all events that NEN will retain your data in specific cases for a longer period of time than stated above if this is mandatory on the basis of a statutory provision, or if retaining for a longer period of time is really necessary for the execution of our activities, for example to deal with complaints, to resolve disputes, or to prevent fraud and misuse.

### *How do we secure your personal data?*

We take all reasonable, appropriate security measures for the protection of our visitors and participants against unlawful access or alteration, disclosure, or destruction of personal data. We comply thereby with the applicable security standards.

If, in spite of the security measures, there is a security incident that probably has adverse consequences for your privacy, we will inform you as quickly as possible of the incident. In that case, we will also inform you of the measures that we have taken for the limitation of the consequences and for the prevention of any repetition thereof in the future.

### *Where do we store your data?*

Your personal data that we collect is in principle always stored in the Netherlands and Europe. In exceptional cases, the data may be transferred to and stored outside the European Economic Area (EEA). In these cases, the data can also be processed outside the EEA by personnel who work for us or for one of our suppliers. In that case, the legislation regarding data protection of the third country will have been approved by the European Commission, or other applicable safeguards will have been established. Further information can be obtained from our privacy coordinator, at [privacy@nen.nl](mailto:privacy@nen.nl).

### *What are your rights with regard to your personal data?*

- You can object to the use of your personal data, for example if you are of the opinion that the use of your personal data is not necessary for the execution of our activities or for the fulfilment of any statutory obligation.
- You have the right to access to your personal data. This means that you can ask which of your personal data has been registered and for which purposes this data is used.
- If you feel that we have incorrect personal data regarding you, you can have this personal data corrected. You can also ask us to limit the processing of your personal data, also for the period that we require for assessing your requests or objections.
- You can also ask us to remove your personal data from our systems.
- You can also ask us to ensure that your personal data is transferred to another party.
- We will accede to this request, unless we have a compelling and legitimate interest not to remove the data, which outweighs your privacy interest. If we have removed the data, we cannot immediately remove all copies of the data from our systems and backup systems due to technical reasons. We can refuse to accede to the requests referred to above if these are made unreasonably frequently, require unreasonable technical efforts, or have unreasonable onerous technical consequences for our systems, or endanger the privacy of others.

You can make the requests or the objection referred to above by sending a letter, providing your name, address, telephone number and a copy of a valid proof of identity to the NEN privacy coordinator. You can contact our privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl). Please do

not forget to make your CSN number (Dutch BSN) illegible in the copy of the proof of identity prior to enclosing this.

*Where can you obtain further information regarding the manner in which NEN handles your personal data?*

If you have any questions or require further information regarding the use of your personal data and your rights, you can contact the NEN privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl).

If you are dissatisfied with the manner in which NEN deals with your questions, objections, or complaints, you can submit a complaint to NEN. You can contact [klachten@NEN.nl](mailto:klachten@NEN.nl) for this purpose.

In the event that, even after this, you are still not satisfied with the manner in which NEN has dealt with your complaint, you can also submit a complaint regarding the use of your personal data to the Dutch Data Protection Authority at <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens?qa=klacht>.

### **Privacy statement for (standards) committee members**

*Who is the controller for the processing of my personal data?*

Stichting Koninklijk Nederlands Normalisatie-instituut, with its registered office and principal place of business in (2623 AX) Delft, at Vlinderweg 6, is the controller for the processing of your data.

*Which information do we collect?*

NEN collects and processes your personal data when you or the organisation which you represent the interest of register with us as a standards committee member or standards committee expert.

On registration you agree to us collecting, saving and sometimes sharing your personal data, because this is necessary for making the standardisation activities possible and for effecting standards and other 'standardisation products'. This concerns the following data:

- Contact details (such as name, email address, work address or home address, the messages left by you, including any personal data left by you in that message).
- User name and password for the electronic communication systems that you have access to as a standards committee member or expert.
- The name of the organisation that you work for or that you represent, your job title, the type of stakeholder.
- Your date of birth, civil status, nationality, and citizen service number (if you provide this to us).
- In specific cases it will be necessary to ascertain your expertise in a specific field. In that case we also collect: your educational history and employment history, other information in your curriculum vitae or other documents, or information that you provide to us.

- In specific cases it will be necessary for the fulfilment of a statutory obligation to process information to ascertain your identity and the right to work, such as a copy of your passport.
- Data for the purpose of the payment of your financial contribution, making payments, including invoice addresses and credit card details.
- Number plates and camera images when you visit our Building at Vlinderweg 6 in Delft.
- All other information that you might provide to us.

*How do we use this information and on which legal basis do we do this?*

We process the personal data as referred to above for the following reasons:

- For the performance of our agreement with you on the basis of which you participate in the standardisation process. This concerns, for example, making it possible for you to participate in the standardisation process, being able to validate your contribution in that process, and making it possible for you to maintain contact with other standards committee members and experts, whether via the electronic systems intended for this purpose or otherwise.
- To make it possible for NEN to adequately supervise the standardisation process and to be able to ensure that these processes progress in conformity with the procedures applicable for this.
- For service purposes: to be able to follow up your messages, questions and complaints, and to be able to inform you of the further steps.
- For customer relationship management, marketing, customer administration, and service purposes (to inform you of the latest news regarding NEN and relevant services, marketing, and measuring the response to our marketing actions, the management of our CRM, and the improvement of the functioning of our website).
- For our legitimate interest to develop sales promotions.
- To be able to fulfil our statutory obligations, such as conducting an adequate customer administration and accounts receivable management.
- For internal control and company security.

The point is that this information will only be processed to make cooperation with others possible and to enhance and enable the standardisation process. Your data will not be used for commercial purposes, unless you have provided specific and express consent for this.

NEN only uses your contact details for sending information, such as newsletters and invitations for events, if you have provided prior consent for this. You can always withdraw your consent by using the unsubscribe option that is included in every message or by sending an email to [communicatie@nen.nl](mailto:communicatie@nen.nl). We will ask your consent for using your contact details again after three years.

*Who do we share this information with?*

Your data is accessible for other standards committee members and can be viewed by and transferred to other standardisation organisations associated with CEN, CENELEC, ISO, and IEC,



including members of these organisations in countries outside the European Economic Area (EEA), and also to CEN, CENELEC, ISO, and IEC.

CEN members and CENELEC members as well as ISO and IEC guarantee that this takes place in accordance with the applicable privacy legislation and/or contractual provisions with a high level of privacy protection. Your data can also be shared with the European Commission, the European Parliament, and other EU institutions to make it possible for you to participate in relevant meetings and events.

NEN does not provide your personal data to third parties without your prior consent, unless NEN is obliged to do so on the basis of a statutory provision or a judicial decision. We also do not use your data for tracking which adverts may be interesting for you or for linking adverts to your interests.

NEN uses various systems for the processing of your personal data. As a result, the suppliers of these systems can also process your personal data. You can contact us at [privacy@nen.nl](mailto:privacy@nen.nl) for further information regarding these suppliers.

It can also occur that third parties, such as our accountant and our legal and financial advisers, are given access to your personal data in the context of the assignments provided by NEN and/or supervisory duties that they fulfil with regard to NEN.

NEN has made arrangements with all parties that have access to your personal data, so that there are sufficient safeguards for the careful processing of your personal data. This is in accordance with the law and the internal privacy policy of NEN and this NEN privacy statement.

If we give third parties access to your data, we only do this if we are certain that these third parties will only use the data in a manner and for a purpose that is related to the purpose for which we have acquired the data, and only in accordance with this NEN privacy statement. Furthermore, the obligations of confidentiality required by law and security measures for the prevention of your personal data becoming known to other parties apply. Moreover, we always look at how we can respect your right to privacy as much as possible.

If we wish to transfer your data outside Europe, for example because a data centre or our supplier is established there, we will only do this subject to the conditions that the law sets out for this, for example by means of a contract which the EU Model Clauses apply to.

*For how long do we retain your data?*

NEN does not retain your personal data for any longer than necessary for the purpose for which the data was stored. We observe specific periods, following which we remove this data:

- As long as you are registered as a standards committee member or expert, we will retain your data for as long as the committee, which you participate in, is in existence. Thereafter we will

only retain your essential contact details, because these serve as evidence of a correct creation and of the necessary transparency of the standardisation process.

- If you have registered for the newsletter or have provided consent for receiving personalised messages, we retain this consent for 2 years. If you decide that you no longer wish to receive the newsletter or personalised messages, we also retain the withdrawal of your consent.
- Tax regulations oblige us to retain our administrative records with your invoice data, payment data, and order data for 7 years.
- We do not retain camera images for any longer than 4 months. Unless we see anything suspicious that we must investigate further, or the images must be retained for a longer period of time due to another statutory obligation.

It applies in all events that NEN will retain your data in specific cases for a longer period of time than stated above if this is mandatory on the basis of a statutory provision, or if retaining for a longer period of time is really necessary for the execution of our activities, for example to deal with complaints, to resolve disputes, or to prevent fraud and misuse.

#### *How do we secure your personal data?*

We take all reasonable, suitable security measures for the protection of our visitors and participants against unlawful access or alteration, disclosure, or destruction of personal data. We comply thereby with the applicable security standards.

If, in spite of the security measures, there is a security incident that probably has adverse consequences for your privacy, we will inform you as quickly as possible of the incident. In that case, we will also inform you of the measures that we have taken for the limitation of the consequences and for the prevention of any repetition thereof in the future.

#### *Where do we store your data?*

Your personal data that we collect is in principle always stored in the Netherlands and Europe. In exceptional cases, data may be transferred to and stored outside the European Economic Area (EEA). In these cases, the data can also be processed outside the EEA by personnel who work for us or for one of our suppliers. In that case, the legislation regarding data protection of the third country will have been approved by the European Commission, or other applicable safeguards will have been established. Further information can be obtained from our privacy coordinator, at [privacy@nen.nl](mailto:privacy@nen.nl).

#### *What are your rights with regard to your personal data?*

- You can object to the use of your personal data, for example if you are of the opinion that the use of your personal data is not necessary for the execution of our activities or for the fulfilment of any statutory obligation.
- You have the right to access to your personal data. This means that you can ask which of your personal data has been registered and for which purposes this data is used.

- If you feel that we have incorrect personal data regarding you, you can have this personal data corrected. You can also ask us to limit the processing of your personal data, also for the period that we require to assess your requests or objections.
- You can also ask us to remove your personal data from our systems.
- You can also ask us to ensure that your personal data is transferred to another party.
- We will accede to this request, unless we have a compelling and legitimate interest not to remove the data, which outweighs your privacy interest. If we have removed the data, we cannot immediately remove all copies of the data from our systems and backup systems due to technical reasons. We can refuse to accede to the requests referred to above if these are made unreasonably frequently, require unreasonable technical efforts, or have unreasonable onerous technical consequences for our systems or endanger the privacy of others.

You can make the requests or the objection referred to above by sending an email, providing your name, address, telephone number and a copy of a valid proof of identity to the NEN privacy coordinator. You can contact our privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl). Please do not forget to make your CSN number (Dutch BSN) illegible in the copy of the proof of identity prior to enclosing this.

*Where can you obtain further information regarding the manner in which NEN handles your personal data?*

If you have any questions or require further information regarding the use of your personal data and your rights, you can contact the NEN privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl).

If you are dissatisfied with the manner in which NEN deals with your questions, objections, or complaints, you can submit a complaint to NEN. You can contact [klachten@NEN.nl](mailto:klachten@NEN.nl) for this purpose. In the event that, even after this, you are still not satisfied with the manner in which NEN has dealt with your complaint, you can also submit a complaint regarding the use of your personal data to the Dutch Data Protection Authority at <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens?qa=klacht>.

### **Privacy statement for job applicants**

*Who is the controller for the processing of my personal data?*

Stichting Koninklijk Nederlands Normalisatie-instituut, with its registered office and principal place of business in (2623 AX) Delft, at Vlinderweg 6, is the controller for the processing of your data.

*Which information do we collect?*

We collect and process personal data regarding you when you apply for a job with us. We thereby apply the [job application code](#) of the Dutch Association for Personnel Management & Organisation Development (Dutch NVP).

The personal data that we process is:

- Your name, home address, email address and/or telephone numbers.
- Your date of birth, civil status, and nationality (if you provide this to us).
- Your educational history and employment history.
- Other information in your curriculum vitae or other documents or information that you provide to us.
- Any information from the selection process.
- References and assessments with regard to your work for former employers.
- Information for ascertaining your identity and right to work.
- Details of any non-served criminal convictions.
- Information regarding your feedback related to our organisation.
- Number plates and camera images when you visit our Building at Vlinderweg 6 in Delft.
- All other information that you might provide to us.

*Where does this information originate from?*

We acquire this information directly from you, from our personnel, via our systems and equipment, as well as from third parties such as recruitment agencies, antecedents investigation companies, or former employers. We can also acquire this via your published profiles that are available online.

*How do we use this information and on which legal basis do we do this?*

We process the personal data as referred to above for the following reasons:

- To enable NEN to make a well-balanced decision regarding your suitability for the position that you have applied for.
- To enable NEN to fulfil its statutory and regulatory obligations.
- To make recruitment decisions.
- For the prevention and detection of fraud and other offences.
- For service purposes: to be able to follow up your message and to be able to inform you of the further steps.
- For internal control and company security.

*Who do we share this information with?*

NEN does not provide your personal data to third parties without your prior consent, unless NEN is obliged to do so on the basis of a statutory provision or a judicial decision. We also do not use your data for tracking which adverts may be interesting for you or for linking adverts to your interests.

NEN uses various systems for the processing of your personal data. As a result, the suppliers of these systems can also process your personal data. You can contact us at [privacy@nen.nl](mailto:privacy@nen.nl) for further information regarding these suppliers.

It can also occur that third parties, such as our accountant and our legal and financial advisers, are given access to your personal data in the context of the assignments provided by NEN and/or supervisory duties that they fulfil with regard to NEN.

NEN has made arrangements with all parties that have access to your personal data, so that there are sufficient safeguards for the careful processing of your personal data. This is in accordance with the law and the internal privacy policy of NEN and this NEN privacy statement.

If we give third parties access to your data, we only do this if we are certain that these third parties will only use the data in a manner and for a purpose that is related to the purpose for which we have acquired the data, and only in accordance with this NEN privacy statement. Furthermore, the obligations of confidentiality required by law and security measures for the prevention of your personal data becoming known to other parties apply. Moreover, we always look at how we can respect your right to privacy as much as possible.

If we wish to transfer your data outside Europe, for example because a data centre or our supplier is established there, we will only do this subject to the conditions that the law sets out for this, for example by means of a contract which the EU Model Clauses apply to.

#### *For how long do we retain your data?*

NEN does not retain your personal data for any longer than necessary for the purpose for which the data was stored. We observe specific periods, following which we remove this data:

- NEN retains the data of job applicants during the recruitment and selection procedure. After the end of the recruitment and selection procedure, NEN retains the data of job applicants for a maximum of 4 weeks.
- Only if NEN is required by law (for example related to the local laws regarding equal opportunities at work) can this be longer.
- NEN can also retain data of job applicants if there is a 'business requirement' for retaining the data of the job applicant, for example, by retaining the curriculum vitae of a job applicant in case a suitable job vacancy arises. NEN always requests consent for this. In that case, the data will not be retained for any longer than one year.
- After the period during which the data of the job applicant is retained has expired, this data will be completely removed from the system of NEN.
- If you have registered for a newsletter or have provided consent for receiving personalised messages, we retain this consent for 5 years. If you decide that you no longer wish to receive the newsletter or personalised messages, we also retain the withdrawal of your consent.
- We do not retain camera images for any longer than 4 months. Unless we see anything suspicious that we must investigate further, or the images must be retained for a longer period of time of time due to another statutory obligation.

It applies in specific cases that NEN will save your data for a longer period of time than stated above if this is mandatory on the basis of a statutory provision, or if saving for longer is really necessary for the execution of our activities, for example to deal with complaints, to resolve disputes, or to prevent fraud and misuse.

*How do we secure your personal data?*

We take all reasonable, appropriate security measures for the protection of our visitors and participants against unlawful access or alteration, disclosure, or destruction of personal data. We comply thereby with the applicable security standards.

If, in spite of the security measures, there is a security incident that probably has adverse consequences for your privacy, we will inform you as quickly as possible of the incident. In that case we will also inform you of the measures that we have taken for the limitation of the consequences and for the prevention of any repetition thereof in the future.

*Where do we store your data?*

Your personal data that we collect is in principle always stored in the Netherlands and Europe. In exceptional cases, data may be transferred to and saved outside the European Economic Area (EEA). In these cases, the data can also be processed outside the EEA by personnel who work for us or for one of our suppliers. In that case, the legislation regarding data protection of the third country will have been approved by the European Commission, or other applicable safeguards will have been established. Further information can be obtained from our privacy coordinator, at [privacy@nen.nl](mailto:privacy@nen.nl).

*What are your rights with regard to your personal data?*

- You can object to the use of your personal data, for example if you are of the opinion that the use of your personal data is not necessary for the execution of our activities or for the fulfilment of any statutory obligation.
- You have the right to access to your personal data. This means that you can ask which of your personal data is registered and for which purposes this data is used.
- If you feel that we have incorrect personal data regarding you, you can have this personal data corrected. You can also ask us to limit the processing of your personal data, also for the period that we require to assess your requests or objections.
- You can also ask us to remove your personal data from our systems.
- You can also ask us to ensure that your personal data is transferred to another party.
- We will accede to this request, unless we have a compelling and legitimate interest not to remove the data, which outweighs your privacy interest. If we have removed the data, we cannot immediately remove all copies of the data from our systems and backup systems due to technical reasons. We can refuse to accede to the requests referred to above if these are made unreasonably frequently, require unreasonable technical efforts, or have unreasonable onerous technical consequences for our systems or endanger the privacy of others.

You can make the requests or the objection referred to above by sending a letter, providing your name, address, telephone number, and a copy of a valid proof of identity to the NEN privacy coordinator. You can contact our privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl). Please do not forget to make your CSN number (Dutch BSN) illegible in the copy of the proof of identity prior to enclosing this.

*Where can you obtain further information regarding the manner in which NEN handles your personal data?*

If you have any questions or require further information regarding the use of your personal data and your rights, you can contact the NEN privacy coordinator at [privacy@nen.nl](mailto:privacy@nen.nl).

If you are dissatisfied with the manner in which NEN deals with your questions, objections, or complaints, you can submit a complaint to NEN. You can contact [klachten@NEN.nl](mailto:klachten@NEN.nl) for this purpose.

In the event that, even after this, you are still not satisfied with the manner in which NEN has dealt with your complaint, you can also submit a complaint regarding the use of your personal data to the Dutch Data Protection Authority at <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/privacyrechten/klacht-over-gebruik-persoonsgegevens?qa=klacht>.