

PRIVACY POLICY

Last Updated: 23.03.2023

This Privacy Policy, as amended or otherwise changed from time to time (the "Privacy Policy" or "Policy"), explains the manner in which Ipex International Trading B.V., 08158067, Postbus 82 7468ZH Enter Enter Nederland (hereinafter Ipex International Trading B.V. or the "Company") maintains and discloses user information obtained through its website <https://www.ipex-group.com> (the "Site"). The terms "we," "us," and "our" refer to the Company. By using the Site, you ("User") consent to the data practices prescribed in this Privacy Policy.

Your Personal Data is processed under this Privacy Policy and in accordance with applicable legislation, including the General Data Protection Regulation (2016/679) ("GDPR") and EU Privacy Directive and the applicable national data protection laws ("Data Protection Law").

The Company acts as the data controller of your Personal Data.

On occasion, the Company may revise this Privacy Policy to reflect changes in the law, our personal data collection and use practices, the features on the Site, or advances in technology. If material changes are made to this Privacy Policy, the changes will be prominently posted on the Site.

What if I do not want to accept this Privacy Policy?

By using this Site, you signify your acceptance of this Policy. If you do not agree to this Policy, please do not use our Site. Your continued use of the Site following the posting of changes to this Policy will be deemed as your acceptance of those changes.

In case you disclose any Personal Data regarding any third person (e.g. your employee, management board member, co-worker, contracting party, etc.) to us, you are obliged to refer them to this Policy.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

"Account": means collectively the personal information, Payment Information and credentials used by Users to access Material and / or any communications System on the Site;

"Content": means any text, graphics, images, audio, video, software, data compilations and any other form of information capable of being stored in a computer that appears on or forms part of this Site;

"Cookie": means a small text file placed on your computer by the Company when you visit certain parts of this Site. This allows us to identify recurring visitors and to analyse their browsing habits within the Site.

"Data": means collectively all information that you submit to the Site. This includes, but is not limited to, Account details and information submitted using any of our Services or Systems;

"Service": means collectively any online facilities, tools, services or information that makes available through the Site either now or in the future;

"System": means any online communications infrastructure that the Company makes available through the Site either now or in the future. This includes, but is not limited to, web-based email, message boards, live chat facilities and email links;

"User" / "Users": means any third party that accesses the Site and is not employed by and acting in the course of their employment; and

"Website": means the website that you are currently using the Site and any sub-domains of this site (e.g. subdomain the Site) unless expressly excluded by their own terms and conditions.

2. Data Collected

Without limitation, any of the following Data may be collected:

- first and last name
- contact information such as email addresses and telephone numbers

Some information is collected automatically by our servers:

- IP address;
- web browser type and version;
- operating system;
- a list of URLs starting with a referring site, your activity on this Web Site, and the site you exit to;
- Cookie information.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

3. Our Use of Data

3.1 Any personal Data you submit will be retained by the Company for as long as you use the Services and Systems provided on the Site. Data that you may submit through any communications System that we may provide may be retained for a longer period of up to one year.

3.2 Unless we are obliged or permitted by law to do so, your Data will not be disclosed to third parties. This includes our affiliates and/or other companies within our group.

3.3 All personal Data is stored securely in accordance with the principles of the GDPR and EU Privacy Directive.

3.4 Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Site. Specifically, Data may be used by us for the following reasons:

3.4.1 internal record keeping;

3.4.2 improvement of our products/services;

3.4.3 transmission by email of promotional materials that may be of interest to you;

3.4.4 contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the Site.

4. Third Party Web Sites and Services

4.1 The Company may, from time to time, employ the services of other parties for dealing with matters that may include, but are not limited to, payment handling, delivery of purchased items, search engine facilities, advertising and marketing. The providers of such services do not have access to certain personal Data provided by Users of this Site. Any Data used by such parties is used only to the extent required by them to perform the services that requests. Any use for other purposes is strictly prohibited. Furthermore, any Data that is processed by third parties must be processed within the terms of this Policy and in accordance with the GDPR and EU Privacy Directive.

4.2 Leadinfo: We use the lead generation service provided by Leadinfo B.V., Rotterdam, The Netherlands, which recognizes visits of companies to our website based on IP addresses and shows us related publicly available information, such as company names or addresses. In addition, Leadinfo places two first-party cookies for providing transparency on how our visitors use our website and the tool processes domains from provided form inputs (e.g. “leadinfo.com”) to correlate IP addresses with companies and to enhance its services. For additional information, please visit www.leadinfo.com. On this page: www.leadinfo.com/en/opt-out you have an opt-out option. In the event of an opt-out, your data will no longer be used by Leadinfo.

5. Duration of Data Storage

We keep the data you have provided to us on your user account for the whole period of your customer relationship and as long as it is necessary with regard to the purposes of the processing described above.

6. Users Rights

Under certain circumstances, you have the following rights under data protection laws in relation to your personal data:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.

- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.

- Right to withdraw consent.

You also have the right to lodge a complaint with a Data Protection Authority (“DPA”) if you think that your Personal Data is being processed incorrectly or your rights have been violated by the Company.

7. Customer Support

7.1 In case you need to contact our customer support, our support personnel will handle your contact information and the contents of your communication. Please do not share any sensitive data in your communication with our customer support. You can contact our customer support through various means. Depending on the means of communication you choose, we’ll process the following contact details: - Your IP address (chat support) - Phone number (phone support, SMS support) - Email (email support) - User ID of an instant messaging app (QR code, support through an instant messaging app). We keep a record of the contents of the support tickets to make sure that you receive quality service and to develop our products and services. If you contact us by calling our support number, please note that we also record the phone calls for the same purposes. The processing of your personal data in connection with your communication with our customer service is based on the service agreement between you and the Company as well as our legitimate interest to follow up on the quality of our customer service, to verify the actions taken based on your request and to develop our service in the future.

7.2 If you have any questions about our Privacy Policy as outlined above, please contact us at info@ipex-group.com.