

Privacy Statement

Definition: The terms “we”, “us”, “our” and “SRG International” are used to refer to SRG International B.V.

We are committed to maintaining the privacy of users who access our website and our premises. This Privacy Statement explains the types of information we gather and what we do with it. By using the website and visiting our premises e.g. our office or distribution center, you agree to the terms and conditions described in this Privacy Policy.

We may update this Privacy Statement from time to time. This version was published on 13 February 2024.

For the purposes of applicable data protection law, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) SRG International B.V. is the data controller of information collected through this website or visit. This entails that we in any case:

- Process your personal data in accordance with the purpose for which it was provided, these purposes and types of personal data are described in this Privacy Statement;
- Limit processing of your personal data to only those data that are minimally necessary for the purposes for which they are processed;
- Asking for your explicit consent if we need it for processing your personal data;
- Have taken appropriate technical and organizational measures to ensure the security of your personal data;
- Not pass on personal data to other parties unless this is necessary for carrying out the purposes for which they were provided;
- Are aware of your rights regarding your personal data, wish to point these out to you and respect them.

1. What personal data do we process?

The type of personal data that we process about you may be:

- Basic personal information such as name, function, address, telephone number, email and demographic information
- User and web traffic information such as your activities on our website and IP address
- Financial information such as invoice-related information
- CCTV footage at the entrance to our premises
- Information provided through job applications

For the purposes mentioned in the section “Why we process personal data”, SRG International does not process sensitive personal data about you.

2. How is personal data collected?

In general, SRG International collects personal data directly from you or other persons linked to our suppliers and buyers. If the buyer or supplier you work for purchases or supplies SRG International products via a SRG International partner company, we may collect information about you from the partner company. We will also use cookies and other tracking technologies when you use our website, services and interact with us via email, in order to optimize your experience of SRG International, our products and our website. Please see our [Cookie Policy](#) for more information. In some cases, we may

also collect information about you from other sources. These sources may be third-party data aggregators, SRG International's marketing partners, public sources or third-party social networks.

3. Why do we process personal data?

This Privacy Statement applies when SRG International and its subsidiaries process your personal data for various purposes when you interact with us, such as:

Buy and deliver

- Facilitate customer orders, agreement, payments
- Offer services directly to you, such as reports etc.
- Provide requested offers on products to customers
- Create and facilitate accounts for users of our services

Support and improve

- Improve and develop the quality, functionality and user experience of our products, services and website
- Offer customer support of our products and services
- Operate user communities to educate and enable interaction between users and SRG International

Security

- Detect, mitigate and prevent security threats and abuse, and perform maintenance and debugging

Marketing

- Manage and send marketing preferences and content
- Create interest profiles in order to promote relevant products and services (profiling)

Recruiting

- To manage recruitment processes and process job applications
- Evaluate submitted documentation, conduct interviews and call references

Information regarding how personal data is processed in one of our many services is outlined in the respective data processing agreement for that service. SRG International does in such cases act as a data processor and processes the data on behalf of and according to instructions given by the customer. For more information regarding this, please contact privacy@srgi.eu for that specific service.

4. What is the legal basis for processing your personal data?

We process data based on several legal grounds.

Agreement with you

We process your personal data on the basis of a legal binding contract with you. This will typically be when you apply for a job via our e-mail. Processing your personal data such as CV, application and references is necessary for SRG International to handle jobseeker's requests before a contract is entered into.

Your consent

SRG International might process your personal data based on consent. You will always be able to withdraw your consent, after you have given the consent.

Legitimate interest

SRG International has a legitimate interest when we process your personal data for security, support and improvement purposes, or when you act as customer contact/lead for our existing and potential customer, hereunder in customer support. Your personal data is processed from a business perspective in a manner that we believe does not conflict with your privacy rights or freedoms. Further SRG International processes data based on legitimate interest if you are signing up downloading reports or other content from our website, and using our communities. The legitimate interest is to provide you with correct content, do marketing and administrate your requests.

5. How is your personal data shared?

With subsidiaries

As SRG International has a few subsidiaries, it is important for us that we provide the best possible overall experience for you. In order to maintain an overview and insight, SRG International may share your personal data across the subsidiaries.

With associates.

We share de personal data with the associates in departments engaged with the service(s) indicated in this Privacy Statement for the specific system or application you use may have access to your personal data, but only if it is strictly necessary for the performance of their task. In such case, access will be granted only if necessary for the purpose(s) described in this Privacy Statement for the specific system or application you use and only if the associate is bound by an obligation of confidentiality.

With governmental agencies

We will only provide the personal data if we are required to do so by law or court order, for example with law enforcement agencies or other governmental agencies.

6. For how long will we keep your personal data?

SRG International will only store your personal information as long as required to perform our contractual obligations. When processing your personal data on other legal basis, such as legitimate interest, data is stored as long as necessary to fulfil the purpose of processing. Hence, your personal data may be subject to different retention policies based on the type of data and the purpose of collecting it.

7. How do we secure your personal data?

We have taken appropriate technical and organizational measures to protect your personal data against accidental or unlawful processing by ensuring that:

- your personal data is protected against unauthorized access or modification;
- the confidentiality of your personal data is assured;
- the availability of your personal data will be maintained;
- personnel are trained to treat your personal data in a secured way; and
- actual or suspected data breaches are reported in accordance with applicable law.

8. Where do we process your personal data?

SRG International is a global organization with headquarters in the Netherlands. Your personal data may be stored and processed in any country where we have facilities or in which we engage service providers.

In some cases, your personal data may be transferred to a country outside the European Economic Area (“EEA”).

Some of non-EEA countries are recognized by the European Commission as providing an adequate level of data protection according to EEA standards (the full list of these countries is available [here](#)). For transfers from the EEA to countries not considered adequate by the European Commission, we have put in place adequate measures, such as contractual measures (Standard Contractual Clauses) to safeguard the protection of your personal data. The templates for these Standard Contractual Clauses are issued by the European Commission and are available [here](#).

9. How to exercise your rights

You can request to access, rectify, erase or restrict personal data that you have previously provided to us. You can also object to our use of your personal data or, where we process personal data based on consent, withdraw your consent. Furthermore, in certain circumstances you can request to receive an electronic copy of your personal data for the purposes of transmitting it to another company (data portability). We can explain each of these requests below. In each case, please send us an e-mail to privacy@srgi.eu if you would like to exercise any of your rights. We will respond to your request consistent with applicable law.

Access

You are entitled to request access to the personal data we hold about you and to learn details about what data we collect and for what purpose we use it.

Rectification

We take reasonable steps to ensure that the information we hold about you is accurate and complete. However, if you do not believe this is the case, you can ask us update or amend it.

Erasure

In certain circumstances, you have the right to ask us to erase your personal data, for example where the personal data we collected is no longer necessary for the original purpose or where you withdraw your consent. However, this will need to be balanced against other factors. For example, we may not be able to comply with your request due to certain legal or regulatory obligations.

Restriction of processing

In certain circumstances, you have the right to ask that we transfer personal data that you have provided to us, to you or to a third party of your choice.

Data portability

In certain circumstances, you have the right to ask that we transfer personal data that you have provided to us, to you or a third party of your choice.

Objection

You have the right to object to processing, on grounds particular to your situation and where the processing is based on our legitimate interests. Unless we have a compelling legitimate ground for the

processing, we will no longer process the personal data on that basis when you file an objection. Note, however, that we may not be able to provide certain services or benefits if we are unable to process the necessary personal data for that purpose.

Withdraw consent

We may ask for your consent to process your personal data in specific cases. When we do this, you have the right to withdraw your consent at any time.

10. What if you have other questions?

If you would like to contact us about the processing of your personal data, please send an e-mail to privacy@srgi.eu Alternatively, you have the right to lodge a complaint with a data protection authority for your country or region, or where an alleged infringement of applicable data protection law occurs.

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