

Privacy Policy VanderSat

This privacy policy will explain how VanderSat B.V. uses the personal data collected from you when you use the VanderSat website (<https://www.vandersat.com>), the VanderSat Data Service (<https://maps.vandersat.com>), documentation (<https://docs.vandersat.com>) or VanderSat Ticketing System (<https://vandersat.supportsystem.com>).

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What data do we collect?

VanderSat B.V. collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- User settings and user preferences for the VanderSat Data Service.
- Issued request to the VanderSat Data Service.
- Issued tickets to the VanderSat Ticketing System.

How do we collect your data?

You directly provide VanderSat B.V. with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.

- Use the VanderSat Data Service via issued requests.
- Use the VanderSat Ticketing System via issued tickets.
- Use or view our website or the VanderSat Data Service via cookies.

How will we use your data?

VanderSat B.V. collects your data so that we can:

- Process your order and manage your accounts.
- Process your data requests.
- Control your session in the VanderSat Data Service via cookies and user settings.
- Email you with maintenance information on VanderSat systems.
- Email you with status information about requests in the VanderSat Data Service.
- Email you with status information about tickets in our VanderSat Ticketing System.
- Email you with special offers on other products and services we think you might like.

When VanderSat B.V. processes your order, it may send your data to – and also use the resulting information from – credit reference agencies to prevent fraudulent purchases.

How do we store your data?

VanderSat B.V. securely stores the VanderSat Data Service data at Google (Google Cloud Platform) data centers located in the Netherlands and is protected by industry standard security mechanisms and procedures.

VanderSat B.V. securely stores the VanderSat Ticketing System data at Support System data centers and is protected by industry standard security mechanisms and procedures.

VanderSat B.V. keeps your data as long as your user account is active and during minimal one year after your account has expired. Once this time period has expired, we will delete your data by removing your user account information and any references to this data.

Procedures on storing, keeping and deleting of data can be found here:

- <https://docs.vandersat.com/compliance.html> for the VanderSat Data Service
- <https://vandersat.supportsystem.com/kb/faq.php?id=11> for the VanderSat Ticketing System

Marketing

VanderSat B.V. would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop VanderSat B.V. from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please send a mail to sales@vandersat.com.

What are your data protection rights?

You are in control of the personal data you share with us and, therefore, you have a number of rights in relation to it. These rights are identified below together with a brief, non-exhaustive explanation. Where your personal data and the processing of your personal data are not subject to the General Data Protection Regulation ('GDPR') these rights do not necessarily apply and nothing in this privacy statement may be interpreted to establish rights or obligations that go beyond what is mandated by the respectively applicable data protection legislation. Please note that some of the aforementioned rights may not be applicable to your situation.

VanderSat B.V. would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

Your rights	What do they mean for you?
The right to object to the processing	You have the right to object to the processing of your personal data in certain situations.
The right to information	You have the right to be informed whether and to what extent we process your data.
The right of access	Subject to certain exceptions you have the right to obtain a confirmation as to whether or not we process your personal data, and if we do, request access to your data.
The right to rectification	If the personal data that we process is incomplete or incorrect, you have the right to request their completion or correction at any time.
The right to deletion	Subject to certain exceptions if you consider that we should stop processing some or all of your personal data, you have the right to request its deletion. However, there may well be

	<p>reasons why an immediate deletion may not be possible (for example where retention is required to meet legal or regulatory obligations).</p>
<p>The right to restrict the processing</p>	<p>You have the right to request that we restrict the processing of your personal data in certain situations:</p> <ul style="list-style-type: none"> • If you contest the accuracy of your personal data, you may request that its processing is restricted while we verify its accuracy. • If the processing of your personal data is considered unlawful, but you do not require the deletion of your personal data. • If we no longer need the data for the purposes of its processing, but you need it for the establishment, exercise or defence of legal claims. • If you object to our processing of your data based on our legitimate interests, or where the processing is based on article 6(1) (e) GDPR.
<p>The right to data portability</p>	<p>Where the processing takes place on the basis of your consent or contract, and is carried out by automated means, you have the right to request that we provide your personal data to you in a machine-readable format.</p>
<p>The right to withdraw your consent</p>	<p>If your personal data is processed on basis of your consent, you have the right to withdraw your consent at any time. Please note, the withdrawal of your consent does not affect the lawfulness of processing based on consent before its withdrawal.</p>

You can exercise your rights by sending us an email via gdpr@vandersat.com. We will make reasonable efforts to respond to your request as soon as possible and within 30 days of receiving it. If we cannot honor your request within the 30-day

period, we will let you know the reason why and when we expect to be able to respond to your request.

To protect your rights and your privacy and to validate communications received in relation to this privacy statement, we may request a confirmation and adequate proof of your identity

Email: gdpr@vandersat.com

Or call us at: +31 (0) 23 3690093

Or write to us:

VanderSat B.V.
Attn: Data Protection Officer
Wilhelminastraat 43A
2011 VK Haarlem
The Netherlands

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit <https://www.allaboutcookies.org/>.

How do we use cookies?

VanderSat B.V. uses cookies in a range of ways to improve your experience on our website and the VanderSat Data Service, including:

- Keeping you signed in
- Storing user preferences
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website and the VanderSat Data Service uses:

- Functionality – VanderSat B.V. uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in but also login information and user preference.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result. Additionally the VanderSat Data Service is not accessible when cookies are disabled.

Privacy policies of other websites

The VanderSat B.V. website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

VanderSat B.V. keeps its privacy policy under regular review and places any updates on <https://docs.vandersat.com/compliance.html>. This privacy policy was last updated on 18 December 2019.

How to contact us

If you have any questions about VanderSat B.V.'s privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: gdpr@vandersat.com

Call us: +31 (0)23 3690093

Or write to us at:

VanderSat B.V.
Attn: Data Protection Officer
Wilhelminastraat 43A
2011 VK Haarlem
The Netherlands

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that VanderSat B.V. has not addressed your concern in a satisfactory manner, you may contact the Dutch Data Protection Authority ("Autoriteit Persoonsgegevens").

Phone: +31 (0)70 888 85 00

Postal address:

Autoriteit Persoonsgegevens
PO Box 93374

2509 AJ DEN HAAG
The Netherlands

More information can be found here:

- <https://autoriteitpersoonsgegevens.nl/en/contact-dutch-dpa/contact-us> for contact information
- <https://autoriteitpersoonsgegevens.nl/nl/zelf-doen/gebruik-uw-privacyrechten/klacht-melden-bij-de-ap> for reporting a complaint