

# Privacy policy

## 1 Introduction

### 1.1 General

DiagnOptics Technologies BV (hereafter 'Diagnoptics' or 'we') is committed to safeguarding the privacy of its customers, website visitors and personnel (hereafter 'users'). This privacy policy applies where Diagnoptics is acting as a data controller with respect to the personal data of these users; in other words, where Diagnoptics determines the purposes and means of the processing of that personal data.

### 1.2 Cookies

Diagnoptics use cookies on its website. Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask your consent to our use of cookies when our website is visited. Our website incorporates privacy controls which affect how we process your personal data. By using the privacy controls, you can specify whether you would like to receive direct marketing communications and limit the publication of your information.

### 1.3 Address

In this policy 'Diagnoptics' refers to DiagnOptics Technologies BV, located at Aarhusweg 4-9, 9723 JJ Groningen.

## 2. How we process your data

### 2.1 Personal data that we process

Except as required by law, Diagnoptics will maintain the confidentiality of all personal information transmitted to Diagnoptics by the user. Any material, information, feedback, questions, comments, suggestions or other communication ("Communication") you transmit or provide to this website is, and will be treated as, non-confidential and non-proprietary.

Diagnoptics processes your personal data given that you use our services and/or because you yourself have provided us with your personal data and consent.

### 2.2 Purpose of specific personal data that we process

For customers Diagnoptics processes the following personal data:

- First name and last name
- Address
- Telephone number
- Emailaddress
- Bank account

These data are used to process your order, to be able to provide customer service following the purchase and to comply to regulatory obligations of Diagnoptics.

For visitors that send an enquiry Diagnoptics processes the following personal data:

- First name and last name
- Address
- Telephone number
- Emailaddress
- Other personal data that the user him/herself provides to Diagnoptics, for example when filling out a form on the website of Diagnoptics
- Data concerning your activity on our website

These data are used to inform about our products and services and to provide marketing materials.

Diagnoptics further analyses the behaviour of visitors on the website in order to improve the website and to tailor the range of products and services to your preferences. Diagnoptics monitors your surfing behaviour on various websites with which we tailor our products and services to your needs.

For personnel Diagnoptics processes the following personal data:

- First name and last name
- Address
- Telephone number
- Emailaddress
- Bank account
- Burgerservicenummer (BSN)
- Copy of Passport
- Place and date of birth

Diagnoptics is legally obliged to process and store this personal data.

## **2.3 Automated decision making**

Diagnoptics does not make decisions based on automated processing that can have (significant) consequences for people.

## **2.4 How long personal data are stored**

Diagnoptics does not store your personal data for longer than is strictly necessary to realize the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

- Marketing data are stored for a maximum period of 2 years following your consent.
- Sales documents are stored for a period of 5 years following your purchase, in order to comply to international legal regulations to which Diagnoptics is subject.
- Servicing records include the registration of user data and servicing records and are stored for a maximum period of 15 years following your order, in order to comply to international legal regulations to which Diagnoptics is subject.
- Purchasing records are stored for a maximum period of 15 years following our order, in order to comply to international legal regulations to which Diagnoptics is subject.
- Personnel records are stored for a period of up to 7 years after resignation, in order to comply to international legal regulations to which Diagnoptics is subject.

## 2.5 Sharing personal data with third parties

Diagnoptics shares your personal data with a number of third parties only when this is necessary for the execution of the agreement and/or to comply with any legal obligation. With companies that process data under our responsibility, Diagnoptics has a processor agreement in place to ensure the security and confidentiality of your data. Diagnoptics remains responsible for these processing operations. In addition, only with your express permission, Diagnoptics can provide your personal data to other third parties. Our list with third parties (name and jurisdiction, purpose of processing personal data) can be requested at [info@diagnoptics.com](mailto:info@diagnoptics.com).

## 2.6 Cookies, or comparable techniques, that we use

Diagnoptics uses functional, analytical and tracking cookies. A cookie is a small text file that is stored in the browser of your computer, tablet or smartphone when you first visit our website. Diagnoptics uses cookies with a purely technical functionality. These ensure that the website works properly and that, for example, your preferred settings are remembered. These cookies are also used to optimize the website and make it work well. In addition, we place cookies that keep track of your browsing habits so that we can offer customized content and advertisements. On your first visit to our website we have already informed you about these cookies and asked permission for their placement. You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. In addition, you can delete all information previously saved via the settings of your browser.

## 3. Your rights

### 3.1 View, modify or delete data

You have the right to view, correct or delete your personal data. In addition, you have the right to withdraw your consent or to object to the processing of your personal data by Diagnoptics. In addition, you have the right to data portability which means that you can submit a request to us to send the personal information we have in your file to you or another organization mentioned by you. You can send a request for access, correction, deletion, or data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to [info@diagnoptics.com](mailto:info@diagnoptics.com). To ensure that the request for access is authorized, we have to ask you to send a copy of your ID with the request. We will respond as quickly as possible and at least within four weeks upon your request.

### 3.2 Complaint handling

In case you have a complaint please contact us immediately at [info@diagnoptics.com](mailto:info@diagnoptics.com). Diagnoptics also wishes to point out that you have the opportunity to file a complaint with the national supervisory authority in the Netherlands; the 'Autoriteit Persoonsgegevens'.

### 3.2 How we protect personal data

Diagnoptics takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of abuse, please contact our customer service or via [info@diagnoptics.com](mailto:info@diagnoptics.com).