

PRIVACY STATEMENT

1.1 WHAT CAN YOU EXPECT FROM US?

Global Talk is responsible for processing your personal and other data. Your privacy is important to us. We therefore attach great value to the careful and safe handling of data of our clients, employees, suppliers and visitors of our website. We only process your data if this is necessary and if there is a legal basis for this under the General Data Protection Regulation (GDPR). We have also taken technical and organisational measures to prevent your data from becoming lost or falling into the wrong hands.

This statement contains information about what we do with your data and what your rights are.

1.2 WHEN DO WE PROCESS YOUR PERSONAL DATA?

It depends on how we know you. If you visit our website, the data we process are different from the data we process when you are employed by us. So it could be that several categories apply to you. We also inform you of how we handle your data in specific situations.

We process your data for example if you:

- visit one of our websites or enter data, for example by requesting an offer;
 - make use of our services (by e-mail, social media, telephone, etc.);
 - apply to us for a job;
- We analyse your behaviour on our website so that we can improve our website and adjust our provision of services according to your preferences (cookies).

The data we may collect for this purpose are:

- name, address, town;
- telephone number, e-mail address;
- date of birth, gender;
- any personal questions/requests via the contact or web form;
- website visits and click behaviour;
- IP address;
- duration and time of the website visit;
- use of social media.

If you contact us, by e-mail, social media or telephone for example, we may ask for your contact details. We do this so that we can answer your question or handle your complaint and can provide you with any additional information at a later time. Your data can only be accessed by those persons within the organisation who handle your question or complaint. We process your personal data if you ask us a question via a form, for example.

We use various IT tools, such as e-mail, for internal communications and for communications with you. We keep a log of this for as long as this is relevant for follow-up, accountability and security purposes.

1.3 RETENTION PERIOD

We do not retain your data any longer than strictly necessary or required by law for the purpose for which the data were obtained.

1.4 SHARING WITH THIRD PARTIES

We do not simply provide your data to third parties. Your data will never be used for commercial purposes. They will only be shared if this is part of the contract with you (e.g. providing an interpretation service) or in order to meet a statutory obligation (e.g. the tax authorities).

We enter into a processing agreement with suppliers who process your data for us. This processing agreement guarantees that the supplier handles those data with the right level of security and confidentiality. Global Talk remains ultimately responsible for such processing of your data.

1.5 RIGHTS OF DATA SUBJECTS

You have the right to inspect your personal data and to have them corrected or deleted. This means, for example, that you have the right to:

- inspect the personal data we have recorded about you;
- have your personal data adjusted or deleted;
- request a restriction of the processing of your personal data;
- ask us to transfer your personal data to another party;
- lodge an objection. If you object to a processing of your personal data which we consider necessary, this may have consequences for the manner in which we provide our services to you;

If you are not employed by Global Talk, we must be certain that the request is made by the right person. To this end, we may ask you to visit us and bring your identity document with you. All your rights can be found on the website of the Dutch Data Protection Authority.

1.6 COOKIE STATEMENT

Our website uses cookies, scripts and tags to ensure the best possible functioning of our website for you. A cookie is a small text file which is stored in the browser of your computer, tablet or smartphone when you first visit this website. On the one hand, we use cookies that have purely technical functionalities. They ensure that the website works properly and remember your preferred settings, for example. They also allow us to optimise our website. On the other hand, we place cookies that track your surfing behaviour, which allows us to offer customised content and advertisements.

Cookies can be deleted via your browser settings. It is important to know that cookies are safe. For they do not store any personal data such as e-mail addresses or telephone numbers.

Our website makes use of different types of cookies: functional cookies, analytical cookies, tracking cookies for advertisements and third-party cookies. We also make use of social media scripts. We believe it is important that you know what we use cookies for. For we want to safeguard your privacy and the user-friendliness of the website. A more detailed explanation of the purposes of the cookies can be found below.

1.6.1 FUNCTIONAL COOKIES

Functional cookies ensure the proper functioning of our website. We use these cookies for:

- Transmitting information from one page to the next page.
- Saving preferences, such as language, location, the desired number of search results to be shown, etc.
- Reading your browser settings so that your screen will reproduce our website in the best possible way.
- Evenly spreading the load on the website, so that the website remains accessible at all times.
- Providing the possibility to react to our website.

1.6.2 ANALYTICAL COOKIES

We want to know which parts of our website our visitors find the most interesting. That is why we continuously monitor the number of visitors to our website and the pages they visit the most. We use Google Analytics and

Siteimprove for this purpose. We do not trace these data back to persons, but only use them for statistical purposes. We use the information for, for example:

- Recording the number of visitors on our web pages.
- Recording the time each visitor spends on our website.
- Determining the order in which a visitor visits the various pages of our website.
- Being able to assess which parts of our website need to be adjusted.
- Being able to optimise our website.

1.6.3 TRACKING COOKIES FOR ADVERTISEMENTS

We also use a cookie for advertisements in order to show news items, for example. These are occasional advertisements to draw your attention to something. We use these cookies to:

- Keep track of the advertisements you have already seen, so as to prevent you from seeing the same advertisements all the time.
- Keep track of the number of visitors that clicked on the advertisements.

1.6.4 THIRD-PARTY COOKIES

Cookies are also placed by third parties. These are advertisers and/or social media companies, for example. We use several cookies on our website. An overview of all third-party cookies and the purpose of those cookies can be found below.

- Google Analytics to collect information about surfing behaviour.
- Siteimprove to request feedback from customers, to improve the website and to collect information about surfing behaviour.

1.7 RESPONSIBLE DISCLOSURE

We at Global Talk find it important to properly protect the data we are working with. Despite our efforts to ensure the security of our systems, it could be that they contain weaknesses we are still unaware of. Have you found such a weakness or a data breach? Please report this to us, so that we can take appropriate additional measures right away.

We ask that you:

report your findings via privacy@globaltalk.nl

- Submit the report to us as soon as possible after discovering the weakness and not share the information with others until we have solved the problem.
- Provide us with as much information as possible to allow us to solve the problem as quickly as possible. Usually, the IP address or URL of the system and a description of the weakness will suffice, but more information may be required in case of more complex vulnerabilities.
- Do not misuse the vulnerability you discovered by, for example, downloading more data than necessary in order to demonstrate the breach or by viewing, deleting or adjusting any personal or other data of third parties.
- Do not install any malware, do not make any changes to our systems, do not share access with others, do not brute-force the system and do not use any denial-of-service (DDOS) or social engineering.

We promise that:

- If you comply with the above conditions, we will not take legal action against you regarding the report.
- We will respond to your report within a reasonable period of time, along with our assessment of the report and an expected date for a solution.
- We handle your report confidentially and will not share your personal data with third parties or further process them without your permission, unless this is necessary in order to comply with a statutory obligation.
- We keep you informed of the progress of solving the vulnerability.
- Our aim is to solve all problems as quickly as possible. We would also like to be involved in any publication about the problem after it has been solved.

1.8 ABOUT THIS PRIVACY STATEMENT

We may change this privacy statement, for example if we will process more or other personal data about you, or if we are required to do so under privacy laws and regulations. We recommend that you regularly consult any changes to this privacy statement.

1.8.1 ANY QUESTIONS OR REQUESTS?

If you have any questions about the safety of your personal data or if you want to make a request, please contact our Quality & Compliance Officer:

E-mail: privacy@globaltalk.nl

Telephone: +31 (0)88 255 52 22

1.8.2 COMPLAINTS?

If you have any complaints, you can contact our Quality & Compliance Officer directly.

E-mail address: privacy@globaltalk.nl

Telephone: +31 (0)88 255 52 22

Post: Global Talk B.V.

T.a.v: Quality & Compliance Officer

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