

## Privacy Statement

### **Responsibility**

The responsibility of using your data is with Kaya Systems BV, an Independent Software Vendor (ISV) of Microsoft Dynamics 365 Enterprise Operations solutions.

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### **Data-storage and application**

All the data you provide us by visiting our website, using our software or services is stored within the European Union under the jurisdiction of the EU's Data Protection Directive. When processing personal data Kaya is subject to applicable laws and regulations in the Netherlands, including the Dutch Personal Data Protection Act (Wet Bescherming Persoonsgegevens) which is derived from the EU's Data Protection Directive. Besides that, we take into account Directive 95/46/EC of the European Parliament and of the Council of October 24<sup>th</sup>, 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the Recommendation 2/2001 on certain minimum requirements for collecting personal data on-line in the European Union, written by the Article 29 Data Protection Working Party.

### **What happens with the data?**

With regards to our website: We process data to improve our products and services, to analyze, to maintain, to protect and to optimize the website and related technologies. In the event you gave us permission, we may use the e-mail address provided, for periodical information and promotional e-mails about new products, special offers, or other information regarding Kaya Systems, its products and services that might be of your interest. Please note the possibility of unsubscribing from our e-mail-list. We might use the information for internal record keeping and from time to time, we may also use your information to contact you for market and sales purposes. We may contact you by e-mail, phone, fax or mail. We also may use the information to customize the website according your interests.

With regards to our software, services and product registration: We require your data to perform and execute the contract we have entered into with you or your company and to offer and deliver to you the agreed services, products and/or information, as well as to adapt these to your needs and wishes. In order to invoice you or your company if it concerns a service or product for which you pay. Operational data is used for improvements and optimizations using data analytics and predictive technologies. Machine data, including static data and operational data, is owned by the company that produces it, unless the ownership is transferred explicitly. Please, also check

the specific agreement you entered with Kaya Systems. Financial data and other data is never made available to third parties for purposes other than effectuation of the contract between you or your company and Kaya Systems.

### **What kind of data is collected?**

When contacting us through our website or social media, Kaya Systems may collect the following information: name, company name and job title and other contact information including your e-mail address, demographic information such as zip-code, preferences and interest and other information relevant to customer surveys and/or offers.

When using our software, services or register for the use of our software and services, Kaya Systems may collect the company name, quantity of software licenses in use, user statistics and machine data, including static data and operational data and relevant information regarding the licensee. We use this data to perform and execute Software License Agreements and other agreements and analyze our software in order to improve our products and services.

### **Sharing data**

Kaya Systems shares your data only with third parties who are directly involved in your relationship or agreement with Kaya Systems, for example Microsoft and its partners. Kaya Systems can share specific anonymous data with third parties, such as the number of users searching a specific search term, or the number of users of the website. However, you cannot be identified from this data. We will not sell, distribute or lease your information to third parties or use your information to send you promotional information about third parties that we think you may find interesting, unless we have your explicit permission or are required by law to do so.

Our website may contain links to other websites of interest. However, after you have used these links to leave our website, you should note that we do not have any control over that other website and you should check the privacy policy of that website. Kaya Systems may share the information it processes with its group companies and may combine your information with data which has been collected as part of your use of Kaya Systems products and/or services or those of its group companies.

### **Cookies policy**

To make our websites and apps work properly, we sometimes place small data files called cookies on your device. Most big websites do this too. A cookie is a small text file that a website or app saves on your computer or mobile device when you visit the site. It enables to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

We use Google Analytics to generate and view general statistics about how our website and apps are used by the public at large. This helps us to analyze data about traffic and improve our website and software to tailor it to customer needs. We use this information only for statistical analysis purposes. Our website contains buttons to share, like or promote certain things, through social media. The code for these buttons is supplied by the social media themselves, and normally includes the placement and use of a cookie that is set automatically.

You can control and/or delete cookies as you wish – for details, see [aboutcookies.org](http://aboutcookies.org). You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.

**Secure processing of data**

Kaya Systems is committed, ensuring your data is secure. Therefore, when processing your data, we maintain at all-time a level of protection which – given the current state of technology – is adequate to prevent unauthorized access to and manipulation, publication, disclosure and loss of data and the information we collect online or in other ways.

**Personal rights**

If you would like to know what personal data we hold on you, if you would like to change this information/data or you would like to delete this in conformity with the applicable Dutch regulations, you can send a message to the aforementioned address stating inspecting/changing/deleting personal data. If you would prefer your personal data not to be shared with group companies or to be used for making special offers or for receiving information and offers by e-mail by Kaya Systems, you can likewise indicate that. As soon as possible after receiving your request, we will stop using your data for the purposes to which you object and, in the event of a legitimate request or removal or changes of this information, will remove or change the personal information in question, unless and insofar as, the law obliges us to keep the personal information in question or there are (other) pressing reasons which preclude removal.

**Questions?**

We aim to provide transparency regarding the way in which we handle your information. This statement is contributing towards this transparency. However, you may still have questions regarding the way we handle your personal data or other questions concerning the collection of your data. Please use the provided address information to contact us.

**Changes**

Kaya Systems reserves the right to change and update this statement to reflect changes in our products, services and new insights or changes in applicable Dutch laws and regulations. You should periodically review this statement to be informed on how Kaya Systems is protecting the processing of your personal data.

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