

Privacy Statement

General

Eurocom Networks offers a wide range of services. Due to the nature of the services, Eurocom Networks has access to certain data of its customers. Eurocom Networks considers it important to ensure that the services are simple, personal and reliable. Therefore, Eurocom Networks is constantly looking for ways to improve its services where necessary and to tailor them to personal and business needs where possible.

Eurocom Networks handles this data with care and ensures that every personal data processing operation complies with applicable laws and regulations. In this privacy statement, Eurocom Networks has set out in detail how it handles everyone's personal data. This document outlines what data Eurocom Networks processes and what influence anyone can exercise on this. This privacy statement comprises several sections. Eurocom Networks recommends going through the entire privacy statement to obtain a full picture.

This privacy statement applies to all customers who purchase services related to CQ-Net Live for the purpose of alerting, domotics and convenience services and to all users of the websites and portals of Eurocom Networks. This privacy statement applies primarily to data processing of natural persons and companies. The provisions relating to the processing of traffic data, login data, browsing and click behaviour, and the provisions on references in portals apply to all business customers and private users.

On 1 July 2009 a legislative amendment came into force that extends existing rules for sending unsolicited commercial text, email and fax messages from private customers to include business customers as well. If private or business customers no longer wish to receive unsolicited commercial text, email or fax messages, they may send an email containing contact details (name, company, medium and number at which they no longer wish to receive commercial information) to **info@eurocom-networks.com**. However, emails regarding substantive changes in functionality and operation are an integral part of the CQ-Net Live services and cannot be cancelled. Eurocom Networks ensures that such email has no commercial content.

This privacy statement may change from time to time, if further developments give reason to do so. The most recent privacy statement is always available at **www.eurocom-networks.com**. When Eurocom Networks makes changes to this statement, the "latest version" date will be adjusted at the top of the document. Eurocom Networks recommends reviewing this statement on a regular basis, so that everyone knows how Eurocom Networks protects data.

Personal data

Personal data is data that can be traced back to individual natural persons. Eurocom Networks first processes personal data of any person when signing up as a customer of Eurocom Networks. Eurocom Networks may ask for a name, address, city, giro or bank account number, email address and date of birth. If an account is created on a Eurocom Networks website, you will also be asked to enter a username and password. All this data is processed by Eurocom Networks.

Data is also recorded after registration, for example, because data is entered intentionally (for example, on a Eurocom Networks website), a malfunction is reported, a complaint is submitted or an invoice is not paid. This data is also recorded by Eurocom Networks.

Traffic data

If using CQ-Net Live services through a fixed or mobile telephone line or using the Internet, Eurocom Networks "transports" data. This data is also referred to as traffic data. It involves data such as the time and duration of use of a connection, the number called, click behaviour on CQ-Net Live and IP address.

Eurocom Networks stores the data on the use of CQ-Net Live services through the fixed or mobile connection. Browsing behaviour is not stored. Eurocom Networks does not keep track of the websites that are visited. Eurocom Networks may keep track of whether a website and/or portal of Eurocom Networks is visited and how this website and/or portal is used. If Eurocom Networks sends an email or an electronic newsletter, Eurocom Networks may also keep track of whether it is opened, for example.

Location data

If a location-based service is used, such as mobile telephony or so-called nomadic VOIP services, we may use the location data (the location where the mobile or nomadic connection is used).

Storing data

Eurocom Networks keeps traffic data no longer than legally permitted and no longer than is necessary for processing the purposes for which data is processed. The period during which certain data is kept depends on the nature of the data and the purposes for which it is processed. Therefore, the retention period can vary according to the data.

In case of a subscription to Eurocom Networks, certain information will at least be kept for the term of the subscription.

Data security

Eurocom Networks ensures appropriate organisational, technical and physical data security. This guarantees that data is accessible only to persons authorised to do so due to their position and that the data is used solely for the purposes for which it has been acquired and for purposes compatible therewith.

When a password is used to protect accounts and personal data, it is the responsibility of the customer to keep this confidential and to never share this kind of information with others.

Access to own data

As a customer, you have the right to access your personal data. This means that customers may request to access the personal data that has been registered and to know for what purposes that data is used.

A request for access may be submitted by sending a letter containing name, address, fixed and/or mobile phone number and a copy of a valid proof of ID to the address stated under 'contact' on the Eurocom Networks website. Eurocom Networks may charge a maximum administration fee of € 4.50 for this.

Customers have the right to obtain the rectification of personal data. Eurocom Networks can be contacted for this purpose at the address stated under 'contact' on the Eurocom Networks website. A written reply will be sent within 4 weeks.

Legal objection

Customers of Eurocom Networks have a number of legal options to object to the use of personal data for marketing purposes. Even if authorised at an earlier stage, objections may be raised against further use of this data.

The use of personal data may be objected to, if personal data is used for purposes other than necessary for the performance of an agreement or necessary for compliance with a statutory obligation. For example, objections may be raised against the use of data for direct marketing purposes and/or disclosure of data to third parties for direct marketing purposes.

The use of traffic data may also be objected to (even if previously authorised), if traffic data is used for market research and sales activities related to electronic communications services, and if traffic data is used for the provision of added value services. Eurocom Networks points out that in that case such added value services can no longer be used.

In case of objections to the use of data for marketing purposes by Eurocom Networks, this can be communicated to Eurocom Networks by letter to the address stated under 'contact' on the Eurocom Networks website.

Objections can be raised against direct marketing activities of Eurocom Networks in general, but also specifically against certain forms of direct marketing. Specific objections may be raised against receiving:

- written direct mailings;
- text messages (sms);
- email;
- telemarketing;
- participation in (commercial) research;

In case of objection, the letter must clearly state the use of data that is objected to. Also indicate which method of communication is objected to.

The option of objection only applies to the use of data for commercial purposes. A written reply from Eurocom Networks can be expected within 4 weeks of submitting the objection.

Continued receipt of advertising from Eurocom Networks via email and text messages can also be prevented by following the instructions given in the email and text messages received.