

Privacy Statement

Introduction

COIN Business Continuity services (COIN) understand the importance of protecting your personal data. This Privacy Statement outlines how COIN collects, processes, and protects your personal data, whether through the COIN websites or via other interactions with COIN, such as business engagements, events, or other communications.

This Privacy Statement applies to personal data collected through COIN websites and to personal data collected separate and apart from the COIN websites. If you apply for a job through the COIN website, COIN's use of the personal data you provide is governed by COIN's "Privacy statement for applicants" which you can find on our website, and not this Privacy Statement.

As this Privacy Statement is intended to cover a variety of situations, some information in this Privacy Statement may not apply to you. Please contact us if you have any questions.

What personal data we collect

When you interact with us, we may collect personal data from you. Where possible, we will provide you with the opportunity to decide whether or not to provide your personal data. Depending on the nature of the personal data and the reason that we may require it, if you choose not to provide personal data when requested, we may be unable to complete your transaction, or provide the information, services or products you have requested.

Depending on your interaction with us, we may collect the following personal data:

- identification and contact details: first and last name, email address, postal address, phone number, gender, preferred language, etc.;
- professional details: job title, department, company;
- contractual information: data necessary for contract execution;
- authentication details: log-in and account information;
- marketing preferences;
- data about your interaction with COIN websites: pages visited, device and connection details.

If we link other data with your personal data, we will treat that linked data as personal data.

We do not intentionally collect any sensitive personal data (i.a. information about your health, religion, political beliefs, race or sexual orientation, etc.).

How we collect personal data

We may collect your personal data in a variety of ways when you interact with us, including when:

- you purchase our products and services;
- we process orders and payment transactions;
- we respond to your inquiries and requests;
- there are communications between you and our representatives;
- we obtain feedback from you about our solutions and services;
- we conduct our administrative and business functions;
- you register for our events, workshops and seminars;
- you subscribe to our mailing lists and newsletters;
- we market our solutions and services to you;
- you access and use our websites.

We may also collect your personal data from third party sources where legally permitted, such as public databases or partners with whom we offer joint services.

Additionally, when you use the COIN websites, we automatically collect data, including personal data through use of cookies and similar technologies. For more information, see the "Cookies (and similar technologies)" section below.

Purposes for which we collect and use personal data

We collect and use personal data to:

- send communications to you;
- establish, manage, and maintain our business relationships;
- respond to inquiries and requests;
- develop, provide, and improve our products and solutions;
- inform you about our products and solutions;
- obtain feedback from you on our products and solutions;
- provide you with a more personalised experience when you interact with us;
- conduct administrative and business functions;
- update our records and keep contact details up to date;
- enable you to effectively use our websites;
- compile website usage statistics;
- enable you to subscribe to newsletters and mailing lists;
- enable you to register for COIN events, workshops and seminars;
- assess the performance of our websites and to improve their operation;
- process and respond to privacy questions, concerns and complaints;
- fulfil contractual obligations;
- comply with legal requirements and resolve disputes.

Legal grounds for processing personal data

We will only process your personal data if one or more of the following legal grounds apply:

- to perform a contract;
- to comply with a legal obligation;
- for legitimate interests, such as improving our services;
- based on your consent which can be withdrawn at any time.

Sharing your personal data

We may share your personal data:

- with our affiliates and subsidiaries;
- with business partners, vendors, or contractors to provide requested services or facilitate transactions, including but not limited to processing of orders, assisting with sales-related activities or post-sales support, and providing customer support. Any third parties with whom we share personal data are required to implement appropriate data protection and security measures and are not permitted to use personal data for any purpose other than the purpose for which they are given access;
- with authorities, where legally required;
- in connection with, any joint venture, merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or to another company.

International transfers

As a global company, COIN may transfer your personal data to countries where we do business in connection with the purposes identified above and in accordance with this Privacy Statement.

If we transfer your personal data outside the European Economic Area (the "EEA") or Switzerland, we ensure that adequate safeguards are in place, such as Standard Contractual Clauses or other legal mechanisms.

Security of your personal data

COIN is committed to protecting your personal data from misuse, loss, unauthorized access, modification or disclosure by using a combination of physical, administrative and technical safeguards and contractually requiring that third parties to whom we disclose your personal data do the same.

When you submit or post personal data online, you should be aware that the internet is not completely secure. COIN cannot guarantee security of any personal data that you submit or post online.

Direct marketing

You can choose whether you wish to receive marketing communications from COIN. Even when you have agreed to this, you may opt out of receiving marketing materials from us at any time and manage your communication preferences by following the unsubscribe instructions included in each marketing email from us or sending an email to privacy@COINgroup.com.

If you opt out of receiving marketing related communications from us, we may still send you administrative messages as part of your ongoing use of our websites, solutions or services.

Your rights

In accordance with applicable personal data protection laws, you may benefit from a certain number of rights in respect of your personal data:

- right of access and information;
- right to rectification;
- right to erasure;
- right to restrict processing;
- right to data portability;
- right to object to processing;
- right to withdraw your consent for future processing.

If you wish to exercise any of the above rights, please contact us using the contact details set out at the end of this Privacy Statement. We will respond within a reasonable period and at the latest within 30 days of the date of your request. Please note that some of the abovementioned rights are not absolute and we may have legal or legitimate grounds to not comply with your request.

At any time you have the right to file a complaint with a data protection authority if you believe that we have breached your rights relating to protection of your personal data or that your personal data have been compromised.

Cookies (and similar technologies)

When you access our websites, we use cookies (small text files containing a unique ID number which are placed on your PC or device) and similar technologies including scripts, embedded web links, web beacons, Local Shared Objects (flash cookies) and Local Storage (HTML 5) to assist us to do things such as:

- enabling you to sign in;
- authenticating you;
- keeping track of information you have provided to us;
- improving your browsing experience;
- customising our interactions with you;
- storing and managing your preferences and settings;
- compiling statistical data;
- analysing the performance and usability of our websites;
- measuring website traffic patterns;
- determining which areas of our websites have been visited.

These technologies collect information that your browser sends to our websites including your browser type, information about your IP address (a unique identifier assigned to your computer or device which allows your PC or device to communicate over the Internet), together with the date, time and duration of your visit, the pages you view and the links you click.

Our sites may also contain web beacons or similar technologies from third party analytics providers, through which they collect information about your online activities across our websites to help us compile aggregated statistics about the effectiveness of marketing campaigns or other business operations. You can determine how you want to use cookies on our websites. You can find our cookie statement on our websites.

Links to third party websites and applications

The COIN websites may contain links to sites and applications operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party site or application and we are not responsible for any third party content or privacy statements. Your use of such sites and applications is subject to the relevant third party privacy statements.

Retention of personal data

We retain your personal data for as long as is necessary to fulfil the purposes for which it was collected, or to comply with legal obligations, resolve disputes, protect our assets, or enforce agreements. Depending on the purpose, retention periods will vary. The criteria we use to determine retention periods include whether:

- we are under a legal, contractual or other obligation to retain personal data including pursuant to data retention laws, as part of an investigation or for litigation purposes;
- personal data is needed to provide our products and services including performance improvement and to maintain accurate business and financial records;
- there are means to enable you to access and delete your personal data at any time. We will generally retain personal data for a shorter period of time, where this is not the case;
- you have consented to us retaining your personal data for a longer retention period, in which case, we will retain personal data in line with your consent.

Changes to this Privacy Statement

We may update this Privacy Statement periodically. Any changes will be posted on our websites without prior notice.

How to contact us

For any questions or concerns regarding this Privacy Statement, or to exercise your rights, contact us at:

Email: info@coin-bc.com
Post: COIN International,
Tupolevlaan 41,
1119NW Schiphol-Rijk,
Netherlands