

# Privacy Statement

## **Robot Care Systems Website**

This Privacy Statement was issued on 01-07-2018.

### General

Robot Care Systems B.V., hereinafter referred to as RCS, is convinced that the protection of and respect for the privacy of its stakeholders (such as employees, clients and other relations) is of great importance. Personal data will be treated with the greatest possible care.

We cannot conduct our business without processing certain personal data. We consider it important that the processing of personal data is done in a way that is in accordance with the existing safeguards for the protection of privacy. We follow the existing legal rules for the protection of personal data, namely the 'General Data Protection Regulation' (GPC). In all cases RCS complies with the requirements of the AVG.

### Scope

This Privacy Statement applies to all products and services of RCS, including and not limited to the Lea, the Lea companion app and the Lea web portal.

### Processing

All processing of personal data shall be recorded in the register of processing operations. For this we use the set-up as described in Article 30 of the GTC.

### Distinguish between personal data and anonymous data

RCS distinguishes between personal data (general and special) and anonymous data. Personal information is the information on the basis of which your identity can be traced, such as your name, address, e-mail address and telephone number. RCS obtains your personal data from you or otherwise.

Anonymous data is data that cannot (or can no longer) be traced back to your identity. RCS has made the received data anonymous unless this is not possible for the execution of the work.

### For what purposes does RCS use your personal data?

We process personal data for you:

- the registration of a potential client;
- the provision of services and products and the performance of the agreement with a client;
- sending information about our services;
- the collection of claims.
- implementing legal obligations in the area of personnel and payroll administration;
- complying with the statutory obligation in the context of external accountability;
- handling of disputes;
- the detection of criminal offences and the prevention and combating of fraud;
- answering your reactions via the online forms.

RCS processes personal data only for the above purposes. RCS may make the data available to third parties involved in the processing and implementation of the stated objectives. RCS has concluded processing agreements with these third parties. In addition, to the extent permitted by applicable national regulations, RCS may exchange personal data with its affiliates and other organisations, which may also be established outside the EEA (European Economic Area), for the purposes set out in this Privacy Statement.

### Lawful processing

RCS only processes personal data on the basis of the lawful principles stated in the legislation:

- The conclusion and execution of an agreement;
- Compliance with a legal obligation;
- To protect the vital interests of the data subject or other natural persons;
- Consent of the person concerned.

### Representation and consent

1. If the person concerned cannot be considered capable of a reasonable valuation of his interests in this respect, he shall act as his representative in the order set out here.
  - the curator or mentor if the person concerned is under guardianship or if the mentorship has been established for his benefit;
  - the personal representative, if the person concerned has given his/her written authorisation, unless the person does not take action;
  - the spouse or other life companion of the person concerned, unless that person does not wish to or is missing; A child, brother or sister of the person concerned, unless that person does not wish to.
2. If the person concerned is in a position to reasonably value his interests, he shall have the opportunity to authorise another person in writing to act in his place as representative.
3. Consent may be withdrawn at any time by the person concerned or his representative.
4. The person replacing the person concerned shall exercise the care of a good representative. He shall be required to involve the person concerned as far as possible in the performance of his duties.
5. If a representative acts on behalf of the party concerned, RCS will fulfil its obligations arising from the law and these regulations towards this representative, unless such performance is incompatible with the care of a good Processing Manager.

### Personal data security

RCS treats personal data with the utmost care and, together with any processors, ensures that its files in which the personal data are stored are protected by appropriate organisational and technical security measures. In this way we ensure that this data is only accessible to persons who are authorised by virtue of their position and that the data is only used for the purposes for which it was obtained.

### Data Protection Officer (FG)

RCS has appointed a Data Protection Officer.

### Storage periods

With regard to the storage of personal data, we use the legally established deadlines. Personal data will be destroyed after the expiry of the retention period.

### Data leaks

Since 1 January 2016, data leaks are required to be reported. RCS strives to prevent loss or unlawful processing (leaks). If there is a serious event involving a data breach, we will immediately inform the Personal Data Authority. If it appears that the data breach will have adverse consequences for your privacy, you will be informed.

## Rights with regard to the processing of personal data

The GTC grants you the following rights with regard to the personal data processed by us:

- Right of inspection (Art. 13-15 AVG)
- Right of rectification (Art. 16 of the AEB)
- Right to forgetfulness (Article 17 of the AVG)
- Right to restrict processing (Article 18 of the General Data Protection Act)
- Right to data transferability (Article 20 of the General Data Protection Act)
- Right to object (Articles 21-22 of the AVG)

Requests to this end can be submitted in writing or by e-mail to the address details of RCS below, enclosing a copy of a valid proof of identity. Within one month, if your request can be met, you will be informed about the handling of your request.

## External links

This website may contain links to other websites. We are not responsible for the privacy policies or the content of these other websites. We encourage you to read the privacy statements on these websites.

## Cookies

We use 'cookies' to optimise and analyse our services. A new Telecommunications Act, better known as the Cookie Act, came into force on 1 June 2012. This law imposes restrictions and conditions on websites for the use of cookies, among other things. A cookie is a small file that can be sent when visiting a website and is stored on the device of the visitor. There distinguishes between functional and non-functional cookies. The non-functional cookies are subject to the Cookie Act, and for their use the website owner must ask permission from the visitors to the website. Through our websites, a cookie is placed by the U.S. company Google, as part of the "Analytics" service. We use this service to track and get reports on how visitors use the website. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. We have no influence on this. The information Google collects is anonymised as much as possible. Your IP address is explicitly not given. The Information is transferred to and by Google stored on servers in the United States. Data is kept for a maximum of 2 years.

## Contact form

When completing the information request form on our website, we ask for your name, e-mail address and telephone number. We use this information to provide you with an appropriate answer to your question or request. Within one month after completion of your question or request we will delete the data.

## Change Privacy Statement

We may change this Privacy Statement at any time. We will inform those concerned of any changes to this Privacy Statement.

## Questions or remarks

If you have questions that are not answered in this Privacy Statement, if you have suggestions or comments about the content thereof, or if you want to exercise your rights or if you have a complaint about the processing of your personal data or the handling of a request regarding your rights, you can let us know by sending a letter to Robot Care Systems B.V., to the Privacy department, Taco Scheltemastraat 5, 2597 CP The Hague stating 'Privacy', or by e-mail to [info@robotcaresystems.com](mailto:info@robotcaresystems.com).