

# Privacy Statement

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## Personal data

Trecxs is an application for professional use. Basically, Trecxs does not process any private data. However, in order to create and manage your account, we need information from you that is personal in accordance with the law.

Trecxs is designed to manage assignments. If you enter data in assignments from your role or function, that data will be saved. Some of this data in the assignments can be traced back to you, such as your comments and notes in the timeline in a report. The term 'personal data' also refers to information with which you can be identified as a person. In order to be able to offer our Website and Services, we also process personal data in this sense.

This statement explains what data we use and how we store, protect and process these data.

This privacy policy applies to our **Software** that we offer through the website <https://app.trecxs.com> (the **Website**) and the services that we offer (the **Services**). We treat your personal data in accordance with the General Data Protection Ordinance (**Relevant Legislation**).

Note: In Trecxs, it is not permitted to create assignments in which you report on personal data of individual employees or third parties (e.g. progress on a personnel file or medical case).

## Your consent

We receive your information at various times, such as when you visit our Website, create an account on our Website, use Trecxs or when you contact us. We may process your data because we request your permission via the Terms of Use and this Privacy Statement. If you choose not to share your data, you will not be able to create an account or you will have to delete your account. Then you can't use Trecxs.

The details of you and the organization you work for:

- Won't be processed by us without your permission;
- Won't be used for purposes other than those for which Trecxs is intended, i.e. creating, managing and archiving assignments, unless we are legally obliged to do so.

## What data do we receive and what do we do with it?

### *To log in as a User*

In order to use our Website and Services, you must create a User Account. To do this, we need the following information from you:

- Your name;
- Your email address (for login and account recovery);
- Your password (we can't see it, it's stored completely encrypted).

Optionally you can upload in Trecxs:

- A profile photo with your account

### ***To keep out unauthorized users***

We use systems to control access to Trecxs. For example, access from insecure countries is blocked in advance. For this case we use:

- Your IP address

Your IP address will be used only once when you log in and only for granting access.

### ***For accountability in the process***

If you, as an individual user, accept an organisation's invitation to participate in Trecxs, you may be given a role in managing the assignments. A role can be: client, contractor, reviewer, auditor, etc.. The data you enter for the purpose of your role will be saved. An important characteristic of Trecxs is the accountability of process and the data in the accountability within the assignments.

The Trecxs logs therefore store who edited the data and when. The data entered can therefore be traced back to you by virtue of your role or function.

The data that the User enters and stores in the assignments are the property of the Organisation. The Organisation determines what is done with the assignments and who has access to this data. The data in the assignments are confidential. We only have access at database level and will only use this data for management and possible error handling.

### ***For support***

If you ask us questions via email or the support form, we will record the following information in the support request:

- Your name and your email address;
- Your phone number (only if you want us to contact you by phone);
- Your question and possibly our answer;
- The moments of contact.

We only use this information to process your request.

### ***For error handling***

When some errors ('bugs') occur, we automatically receive an error message. The message contains the following information:

- The account with which the error occurs;
- The time at which the error occurred;
- The technical description of the error.

We only use this information to correct the error.

### ***For the management of the subscription of the Organisation***

For a subscription of an organization we need the data of the organization like:

- Name and email address of the contact person;
- Business and address details of the Organisation;
- Order and payment details for invoicing purposes;
- Subscription and limits for the number of users and active/archived commands.

We will record, store and process this data for the purpose of proper processing. In addition, this information can be used for a possible future warranty. In the event of non-compliance with contractual agreements, we will provide the necessary (personal) data to attorneys (offices) and legal service providers for the processing of the subscription.

## Newsletter

Trecxs offers newsletters. This keeps you informed about developments, trainings, actions and other news. To be sure of your permission, we use the opt-in system for newsletters. An unsubscribe option is included with every communication this way.

## Security

We make every effort to protect the data from loss, destruction, use, modification or disclosure of your personal data by unauthorised persons. We do this by means of the following measures:

- Encryption of digital files containing personal data;
- Securing network connections using Secure Socket Layer (SSL), or similar technology;
- Access to the data is limited to certain authorized persons;
- We enter into confidentiality agreements with all employees and third parties.

## Storage period

We will not retain your personal information for your user account any longer than we need it for the purposes described above. Your data will be kept for as long as you have an account with us, because without that data we cannot provide the services. If you no longer have an account, your (contact) details will be deleted.

The data that you enter under your name in the assignments by virtue of your role or function are the property of the Organisation. These are kept and can be traced back to you as long as the Organization has a valid subscription for the Organization account. The Organisation may delete assignments, but this is up to the Organisation in question.

For technical purposes (to ensure continuity), daily backups are automatically created from the Database. These backups are kept for a maximum of one year. This means that your data will be completely deleted up to one year after the user or organisation account has been deleted.

If an Organisation decides to cancel the subscription for the use of Trecxs, we will delete the entire Organisation environment within Trecxs. After a year all this information will be removed from the automated backups.

## Processors

Sometimes other parties who provide specialist services for the functioning of Trecxs have access to the aforementioned data. Where necessary, we agree with these parties in a processing agreement that they will handle your data with care. These parties only use the data for the purpose of providing the necessary services.

The different systemproviders we use are:

- The server platform where the application is hosted and the data is stored;
- Login management and access security;
- Bug management and troubleshooting;
- Support and ticketing system;
- Mail server for sending invitations and password recovery mails.

They will take care of the storage and security of the data and execution of parts of our service.

## Data region

We will process the data within the European Union.

## Cookies

A cookie is a small text file that is sent to the browser via a website's server. The browser will then save the file to your device. Your device will be given a unique number, which will be used by our site to recognise it later on.

We may use cookies to improve your experience on our Website. Cookies also ensure that the Website is fast, you can safely visit our Website and we can detect errors on our Website.

By storing cookies, we also ensure that:

- you remain logged in and can work undisturbed;
- you work safely in Trecxs;
- the website is fast;
- we can detect errors and inconveniences on the website;
- we can test improvements.

You can always delete or disable cookies yourself via the browser settings. No more cookies will be stored when you visit our Website. However, please note that without cookies, our Website may not function properly.

## Modification of the privacy policy

We may change our privacy policy. If we significantly change the privacy policy, we will post a notice on our Website along with the new privacy policy. We will inform users who have registered with us with their e-mail address of any changes.

## Your rights

The information we collect from you is personal. You therefore have the following rights:

- You may ask us for access to your data for your User account. You may ask us for a copy of your details;
- You may ask us to correct, limit or delete your data in your User Account. In the event of fraud or other unlawful acts, we may keep some of your data in a register or on a blacklist;
- You may revoke your permission to process your data at any time by terminating your User Account. As soon as you withdraw your consent, we will no longer be allowed to process your data - but you will also no longer be able to use Trecxs;
- However, we cannot give you access to the content you have entered in the assignments of the organisation for which you work or have worked. For this you can contact the relevant organisation yourself;
- You can submit a complaint to the Personal Data Authority if you believe that we are processing your data unlawfully;
- If you have any other questions or concerns about our privacy policy, please contact us using the information below.

## Contact

Trecxs BV

The Braam 92, 7421 CB, Deventer

KVK number 67027156.

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