

## Privacy and cookie statement

Through the website of Lanza Solutions BV – hereafter called Lanza - (<https://www.lanzasolutions.com>) privacy sensitive data or, in other words, personal data is processed. Lanza appreciates careful handling of personal data. Personal data will therefore be processed and secured by us in a careful manner.

With our processing we conform to the requirements of the privacy legislation. This means, among other things, that:

- We **state clearly** with **what purpose** we process personal data. This is done by the way of this privacy statement
- We **limit the collection of personal data** to the personal data that is required for legitimate purposes
- We first **ask for explicit permission** to process your personal data in cases where your permission is required
- We **take conforming security measures** to secure your personal data and we demand the same measures from parties that process personal data commissioned by us
- We respect your right to **see, correct and/or delete your personal data at your request**

Lanza is the responsible party for the personal data processing. In this privacy statement we explain which personal data we collect and use and for what purpose. We recommend you to read them carefully.

*This privacy statement has been changed for the last time on 31-01-2022.*

### The use of personal data

When using our website, we obtain certain information from you. That may be personal data. We only keep and use the personal data provided by you directly, in the context of the service you requested, or of which it is clear that they are provided to us to process.

We utilize the following information for the in our privacy statement mentioned purposes:

- Name and address information
- Phone number
- E-mail address

### **Advertisement**

We can also notify you, next to the information on our website, of our new products and services with the use of:

- E-mail
- Social media

### **Contact form and newsletter**

Through our website we offer the possibility to ask questions by means of a contact form, in which you are asked to fill in various details so that we can handle your question. You choose which data you provide; your name, email address, subject and message are required fields. The data you send us will be kept for as long as the nature of the form or the content of your e-mail is required for the complete answering and processing of it.

We offer a newsletter with which we want to inform interested parties about our products and / or services. Each newsletter contains a link with which you can unsubscribe. Your e-mail address is automatically added to the list of subscribers.

### **Location information**

If necessary for the service, we can collect location data (GPS) from you. For this, your permission is requested at the moment of collection.

This (location) data can also be stored and processed by the provider of, for example, the navigation / map software, such as Google Maps, but the data can also be used by, for example, Google or Apple itself. We have no influence on this. We recommend that you read the relevant privacy statements from the relevant provider.

### **Publication**

We do not publish your customer data.

### **Provision to third parties**

Your data will only be shared with third parties when necessary for the execution of your request. Apart from that, we do not share the information you provide with third parties. Though, social media buttons have been included on our website. The administrators of these services collect your personal data with these buttons. We use MailChimp to send our newsletter. We have signed a processor agreement with MailChimp.

### **Cookies**

Cookies are used on our website. Cookies are also placed via third parties that are commissioned by us.

When you visit our website for the first time, a notification is shown in which we explain why we use cookies. We understand your further use of our website as a permission for this use of cookies.

You are free to disable cookies through your browser. Consult the help function in your browser. Keep in mind that it is possible that our website will no longer work optimally.

We have made agreements with third parties who place cookies on the use of those cookies and applications. However, we do not have complete control over what the providers of these applications themselves do with the cookies when they read them out. For more information about these applications and how they deal with cookies, see the privacy statements of these parties (note: they can change regularly).

### **Google Analytics**

We use Google Analytics to keep track of how visitors use our website. By analyzing this behavior, we can make the structure, navigation and content of our website more user-friendly. We have set up Google Analytics privacy-friendly, which means that we have closed a processor agreement with Google to make agreements about the handling of our data. Furthermore, we have not allowed Google to use the obtained Analytics information for other Google services or to share the data. Finally, we allow the IP addresses to be masked.

### **Social Media buttons**

Social media buttons are included on our website. These buttons use cookies from the relevant social media channels, so that they recognize you if you want to follow our page on social media or share our products. For the cookies placed by these social media channels for advertising purposes, we advise you to read the privacy statements of the social media channels.

### **Security**

We take security measures to limit abuse of and unauthorized access to personal data. In particular, we take the following measures:

- The data is stored after receipt in a separate, protected system
- We use secured connections (Secure Sockets Layer or SSL) which protect all information between you and our website when you enter personal data.

### **Storage periods**

The personal data described above will be retained for as long as necessary to provide the requested services to you. After that we store the data for a maximum period of one year for the statistical purposes described above. The data will then be erased unless there is a statutory obligation that requires longer storage (such as the seven-year fiscal retention obligation for payment data).

### **Websites of third parties**

This privacy statement does not apply to websites of third parties that are connected to our website by means of hyperlinks. We cannot guarantee that these third parties handle your personal data in a reliable or secure manner. We encourage you to read the privacy statement of these websites before using them.

### **Changes in this privacy statement**

We reserve the right to make changes to this privacy statement. It is advisable to consult this privacy statement regularly, so that you are aware of these changes.

### **You rights with regard to your personal data**

For questions about our privacy policy or questions regarding access and changes to (or removal of) your personal data, you can contact us at any time via the contact details below.

You can also send us a request to view, change or delete this data. You can also submit a request for a data export containing data that we use with your consent or send us argumentation to limit the processing of personal data by us.

To prevent abuse, we can ask you to identify you adequately. When it comes to access to personal data linked to a cookie, you must send a copy of the cookie in question. You can find these in the settings of your browser. If the information is incorrect, you can ask us to change the data or have it removed.

### **Data protection authority**

Of course we are happy to help you if you have complaints about the processing of your personal data. Under the privacy legislation you also have the right to file a complaint with the Dutch Data Protection Authority against the processing of your personal data. You can contact the Dutch Data Protection Authority for this.

### **Contact information**

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