

# Privacy Statement

We attach great importance to protecting your privacy and the personal data that you provide to us. We have drawn up this Privacy Statement (“Privacy Statement”) to show that we take your privacy seriously. We are also of the opinion that it is important to inform you about the way in which we use your personal data. This Privacy Statement applies to the processing of your personal data in connection with the use of the websites (the “Websites”) that we have made available to you under the domain names [www.service2fruit.com](http://www.service2fruit.com) and [www.service2trees.com](http://www.service2trees.com) and the products and services offered on the Websites. We therefore recommend that you carefully read this Privacy Statement.

## 1. Identity

The parties responsible for processing your personal data in this context are: Service2Fruit B.V. (Chamber of Commerce no. 55535348) and Service2Trees B.V. (Chamber of Commerce no. 68255144), located at (4191 PB) Geldermalsen, De Ooyen 15a, also contactable via [info@service2fruit.com](mailto:info@service2fruit.com) or telephone number: +31 88 5 321 300.

## 2. Purpose of the Websites

The Websites act as an online trading platform where professional parties such as fruit growers, buyers and traders can trade products. Through the Websites, we also offer professional parties the possibility to offer their own services, such as quality control, sorting, packaging or transport, to users of the Websites. The financial settlement of purchase, sale and service is provided by the independent company Service2Trust B.V.

## 3. Requested information

You may visit the Websites without obligation in order to discover more about us and the products and services offered via the Websites. However, if you wish to offer or buy products or services via the Websites it will be necessary to register in advance. In that case, you are requested to make certain personal data available to us. We would then require the following data:

- first name;
- surname;
- address, postcode and place of residence;
- e-mail address;
- telephone number;
- date of birth;
- copy of identification;
- payment data.

After registration, we store your personal data via your personal account.

If you fill in a contact form we will ask you for your name and telephone number and/or e-mail address, depending on how you wish us to contact you.

When you send data via the internet, you accept the risk that third parties could intercept, abuse or change this data. We will not provide personal data of registered and/or other visitors to the Websites to third parties for purposes other than those described under point 5 of this Privacy Statement, unless the required permission is given or the law requires this from us.

#### **4. Other data processing**

We wish to draw your attention to the fact that we receive personal data from you, even when you visit our Websites but you have not yet registered. After each visit to our Websites, technical and statistical data of this visit is recorded in so-called log files on our servers. Technical and statistical data includes, but is not limited to: requested URL, IP address, date, http-referer-url, user-agent string, browser type, screen size. As far as possible, we do not check who is using which IP address at a certain moment and thus we do not retrace the data in question to your person. This data is stored solely for statistical analyses for a period of a few months. Data obtained in this way is not published on the internet and is only used for internal use by us.

We use browser information, including cookies, to gather technical and statistical data (see also [www.service2fruit.com/cookies](http://www.service2fruit.com/cookies)). A cookie is a small file that is sent to your browser and stored on the hard disk of your computer. Cookies enable us to collect technical and statistical data from your visit to our and other websites via the internet. If you wish, you can allow or prevent the use of cookies by changing the settings of your browser. Cookies make the Websites faster and easier to use, because your IP address is immediately recognised the next time you visit the Websites.

We do not register any special personal data via the Websites relating to religion or philosophy of life, race, origin, sexual life, health, criminal law, political affiliation or membership of a trade union.

#### **5. Objectives of data collection**

If you provide us with your e-mail address or other personal data, we will use this data to correspond with you. Once the data has been collected, it enables us to keep the products and services offered on our Websites available to you in a clear, direct and responsible manner. In addition, your personal data will be used to settle financial transactions. Furthermore, we use the non-public personal data to gain insight into the types of visitors to the Websites, as well as to make you aware of offers through the contact data provided by you, and to inform you about the products and/or services offered on our Websites.

Under the Money Laundering and Terrorist Financing (Prevention) Act we are obliged to carry out a so-called stricter client screening because, together with Service2Trust B.V., we offer payment services. We outsource the transaction processing of the Trading Platform to Intersolve EGI B.V. (hereafter: Intersolve). Intersolve acts as processor. The processing will consist of conducting a customer survey based on a statutory obligation such as an electronic money institution. Part of the customer survey includes checks on the natural persons who own or control the entities affiliated with the Trading Platform. Intersolve therefore processes personal data on behalf of Service2Fruit B.V./Service2Trees B.V.

With a view to the inevitable customer survey, we must identify you and record and retain the personal data that you have provided to us in that context. We may also use your personal data in the context of an investigation into criminal offenses and pass this onto the police, judicial authorities and other investigative services in order to meet a legal obligation or a court order.

Finally, we may use your personal data for other purposes which we will disclose to you prior to collecting it. With a view to the legal obligations that we have under the Money Laundering and Terrorist Financing (Prevention) Act, we therefore only collect and use your personal data for our own objectives and to be of better service to you.

## **6. Recipients of your data**

We may provide your personal data to the following categories of recipients:

- parties that are responsible for or are necessarily involved in the execution of the contract;
- parties that are responsible for or are necessarily involved in communications with you;
- other parties, if you have given unequivocal consent for this;
- other parties, if the processing of the data is necessary for compliance with a statutory obligation by us, and/or;
- other parties, if the data is processed (solely) for statistical or historical purposes.

## **7. Right of inspection, modification and removal**

You have the right to contact us at reasonable intervals with the request to inform you whether we process personal data that we have received from you and, if so, which. We will in that case inform you within 4 weeks whether we process personal data that we have received from you. In the affirmative case, we will also inform you of the purposes for which the personal data is processed by us, the categories of the processed data and the recipients or categories of recipients, as well as the available information on the origin of the data. If your request is evidently unfounded or excessive, we reserve the right to refuse your request.

Upon receipt of the above-mentioned information, you may ask us to correct, supplement, delete or protect your personal data if it is factually incorrect, incomplete or irrelevant for the purpose or purposes of the processing or if it is otherwise processed in violation of a statutory requirement. Such a request must contain the changes to be made by us. We will inform you in writing within four weeks after receipt of your request as to whether, or to what extent, we will comply with your request and we will provide reasons for any decision we make to refuse your request.

## **8. Specific objection**

When we process your personal data based on the fact that the data processing is necessary for the representation of our legitimate interests, you may at all times object to

this in connection with your special personal circumstances. In that case, we will assess whether the objection is justified within four weeks of receipt of your objection. If your objection proves to be justified, we will immediately terminate the processing of your personal data.

## **9. Total objection**

Anyone whose personal objection we process in connection with direct marketing activities may request the removal of this data at any time, free of charge. In that case we will immediately take measures to terminate this form of processing.

## **10. Complaints**

Finally, we advise you that you have the right to submit a complaint concerning our processing of your personal data to the Dutch Data Protection Authority (DPA) if we do not settle your complaint to your satisfaction.

## **11. Privacy questions**

Questions about the privacy policy of the Websites and requests for deletion of your personal data can be sent to us by post to: Service2Fruit B.V., De Ooyen 15a, (4191 PB) Geldermalsen or by e-mail via [privacy@service2fruit.com](mailto:privacy@service2fruit.com).

## **12. Security**

We use a large number of technical security measures to ensure the protection of your data, including but not limited to encryption technology and authentication tools. Your personal data is stored on secure networks and is only accessible to a limited number of persons who require to see your personal data in order to manage the Websites and provide the information required by you.

The database on which the personal data is stored is adequately secured against unauthorised use by third parties. We wish to point out, however, that electronic data traffic via the internet is never 100% secure and therefore we cannot guarantee that security.

## **13. Retention term**

Personal data stored in a form that makes it possible to identify you is not stored longer than is necessary for the realisation of the purposes for which it is collected and subsequently processed.

Your personal data will in any case be deleted at the latest seven years after it has been used by us for the last time, because we must retain your personal data at least five years after termination of the agreement with you in compliance with our statutory retention obligation under the Money Laundering and Terrorist Financing (Prevention) Act.

## **14. Third parties**

The Websites may contain references and/or hyperlinks to one or more third party websites. We are not liable for the way in which these third parties deal with privacy legislation. We

therefore recommend that you read the privacy policy on the websites of these third parties, so that you are aware of how these third parties deal with your personal data.

## **15. Changes**

We reserve the right to make changes to this Cookie Statement. We recommend that you consult this Cookie Statement regularly so that you are aware of these changes. The Privacy Statement was last amended on 22 May 2018.

\*\*\*\*\*