

DUCHEFA BIOCHEMIE B.V. PRIVACY POLICY STATEMENT

Your personal privacy is important to us. Access to your personal data is subject to strict security controls and we will not share it with third parties. This Privacy Statement complies to the EU General Data Protection Regulation (GDPR) EUR 2016/679.

Art 1. Definition of the service

Art 1.1

Duchefa Biochemie B.V. ("Duchefa") offers a whole range of plant tissue culture media, biochemicals, containers, bioreactors and a lot of other products needed for micro-propagation. All media are produced in our own facilities. Besides the commonly well-known media, custom made media are produced for many customers.

Customers can submit orders directly via telephone, email, etc. or via our website, www.duchefa-biochemie.com. Orders are processed in our ERP system and/or on our website.

Art 2 Identification Data

Each customer who wants to submit orders for their company needs to register in order to receive a unique customer number. During this registration process personal data of representatives of the customer are collected and further processed only to the extent that is legally necessary. Personal data include: name, surname and contact details like email address and (mobile-)telephone number. In certain cases other data may be collected such as: function within the customers organisation. We also automatically receive and record data information on our server logs from your browser including your IP address, cookie information and the pages you visited. This information is not linked to your account and will not be used to identify you.

Art 3 Why do we process your data?

There are two main reasons why we process your personal data.

One is that in order to fully render the services offered, Duchefa needs to have a contact person(s) who has the authority to legally represent the customers organisation. This contact person will also receive several documents concerning the deliveries as well as (electronically sent) invoices.

The second is that we use the Google Analytics Demographics to analyse all visitors of our website. Users can opt-out of Google Analytics if they prefer so.

Art 4 Who has access to your information and who is it disclosed to?

All Duchefa employees with access to the sales functionality of our ERP system and our website have access to your personal data as well as some contractors responsible for technical IT aspects. The CEO of Duchefa has the authority to issue or withdraw employees to or from the list of employees having access to the sales functionality of our ERP system and our website. The CEO also controls and possesses a list on which states the names of all employees currently having access to this sales functionality. Each person on this list has access to your personal data via a personal user ID and password.

The IT contractor has signed a contract with Duchefa which legally binds him to comply with applicable legislation on the protection and processing of personal data, and more specifically with Regulation (EC) No 45/2001.

No personal data is shared with other third parties.

This will only be done when:

- 1) we have your explicit consent to share information;
- 2) we respond to subpoenas, court orders or legal process and are obliged to do so;
- 3) we are of the opinion that your actions on our website are in violation with our General Terms and Conditions of Sale.

Should this be necessary you will be informed in advance before we take any action.

Art 5 How do we protect and safeguard your information?

Our website and all data in electronic formats (e-mails, documents, uploaded batches of data etc.) are stored on the servers of Leaseweb Nederland B.V. Their operation fully complies to the General Data Protection Regulation (GDPR) EUR 2016/679.

Art 6 Access to your personal data

You have no direct access to the data stored in our server. If you wish to modify or delete your personal data, or want to know what personal data is stored on your behalf, please sent an email to info@duchefa.nl and you will receive a reply at the latest within 15 working days.

Art 7 How long is your data kept?

All your personal data received and stored – either by Duchefa or Leaseweb Nederland B.V.– are erased after a 5 year period in which the account number of your company has not been used.

Art 8 Further information

If you have any further questions regarding this Privacy Policy Statement please sent an email to info@duchefa.nl and we will answer your question.

Art 9 Changes to this Privacy Statement

This version of our Privacy Policy Statement is effective as of May 25th, 2018 and will remain in force with the exception of certain changes in its provision in the future. A revised Privacy Policy Statement will be in effect immediately after these changes has been published via our website.