

EXTERNAL PRIVACY STATEMENT

1. Patentwerk B.V.

Patentwerk B.V. ('Patentwerk') and its affiliated companies are Dutch companies. Our corporate activities are performed within the European Economic Area (EEA) and we store our data on servers in the EEA, unless otherwise specified.

This privacy statement summarizes when and how your personal data is collected, used, secured and disclosed in connection with our services, including the use of our website (the 'Service(s)').

Patentwerk processes your personal data carefully. We would like to explain to you in this privacy statement how we process your personal data.

2. What personal data do we collect?

Personal data can be collected in a number of ways when you use the Service. A summary of the personal data we collect can be found below. Alongside each item of personal data, you can see how long the personal data in question is processed for.

Patentwerk processes the following personal data:

- Clients:
 - name and address data
 - company details, including:
 - Chamber of Commerce data
 - VAT number
 - bank name and address
 - IBAN code
 - SWIFT/BIC code
 - invoice address
 - details of the contact person
- Inventors:
 - Full name
 - Address
 - Telephone number

- E-mail address

Patentwerk is committed to data minimization, and in this context will only request personal data that is needed in order to perform the Services.

Patentwerk retains the abovementioned personal data for a period of 7 years following the termination of the Service.

3. Why does Patentwerk process your data?

Patentwerk only processes your personal data for the following purposes:

- where it is required in order to be able to perform the Services, in particular in order to arrange, manage and maintain patent registrations; and
- to maintain contact with you and to send correspondence relating to the Services.

Failure to provide or objecting to the provision of the above personal data may mean that Patentwerk is unable to provide the Service, or is unable to provide the Service in full and/or correctly.

4. Where is the data stored?

Your personal data is stored in the following digital and physical locations:

- The file management system;
- The accounting system;
- The file server;
- The back-up server;
- The online mail server (Microsoft Azure); and
- As a physical file.

5. Sharing personal data

Unless stated otherwise in this privacy statement, we will not share any personal data with third parties.

5.1 Sharing with processors

Patentwerk may engage third parties to help us to provide the Service. In the context of their role in providing the Service, these third parties may process your personal data. In this respect, a third party of this kind shall be referred to hereafter as ‘Processor’. We enter into written processor agreements with these Processors.

We make use of the following types of Processors:

- software developers and suppliers;
- storage of (personal) data and database management and maintenance;
- research agencies and analytical software to improve our service provision (including Google Analytics, which has been set up to respect privacy by not sharing personal data with Google);
- hosting provider(s).

In some cases, the Processor may collect your personal data on our behalf. We write to Processors to inform them that they are prohibited from using personal data that they receive from us, except for the purpose of providing the Service. Patentwerk is not responsible for any additional information that you provide directly to Processors. We would advise you to make sufficient enquiries about the Processor and his/her company before providing personal data to such Processors on your own initiative.

5.2. Sharing with your consent

Where you have granted your written consent beforehand, we are permitted to share personal data with third parties. We may, for example, share specific personal data with our foreign partners for the purposes of obtaining a patent registration abroad.

Where you do not consent to us sharing the specific personal data with our foreign partners, this may result in Patentwerk being unable to provide the Service, or being unable to provide the Service in full and/or correctly.

5.3 Our legal responsibility

We are permitted to share personal data where we are confident that this is permitted by law or where we have a legal obligation to do so. We are also permitted to share personal data with third parties where this is reasonably necessary or appropriate in order to comply with legal obligations, where this is necessary in order to comply with statutory requests from authorities, in order to react to any claims or in order to protect the rights, property or safety of ourselves, our users, our employees or the public,

and, without limitation, to protect ourselves or our users from fraudulent, abusive, improper or unlawful use of the Service. We will inform you immediately of any requests from an implementing, administrative or other public authority that we receive and that relate to your personal data, unless this is prohibited in accordance with the applicable law.

5.4 Merger or sale of (part of) the company

Personal data are also permitted to be disclosed, shared and passed on as part of, or during negotiations regarding, a merger or sale of assets belonging to Patentwerk, financing arrangements or purchases or in any other situation in which personal data may be passed on as part of Patentwerk.

6. Protection of personal data

Our clients want to be certain that their information is secure. We understand this, and that is why information security is high on our list of priorities.

Patentwerk has put in place the appropriate technical and organizational security measures for the processing of personal data. Patentwerk is ISO 27001:2013 certified. ISO 27001:2013 is a highly regarded internationally recognized information security management standard; central to this is the implementation and maintenance of an independently tested and certified information security management system (ISMS).

With regard to the protection of personal data, we have also put in place the following measures, among others:

- Implementation of physical and electronic measures that have been designed to prevent unauthorized access, loss or abuse of personal data as far as possible;
- Use, where required, of SSL (Secure Socket Layer) technology and/or TLS (Transport Layer Security), both of which are recognizable by HTTPS in the web address, in order to encode the transmission to us of sensitive information or personal data, such as account passwords and other payment-related identifiable information;
- The creation of encoded back-ups of, inter alia, processed personal data;
- The encoded storage of, inter alia, processed personal data;

- The monitoring of weaknesses in the software and the removal of any weaknesses detected as quickly as is reasonably possible.

You should bear in mind that our Processors are responsible for processing, managing or storing (some of) the personal data we receive. These Processors are obliged, by way of a processor agreement with us, to protect the personal data they have received from us.

Although Patentwerk has put various technical measures in place to store personal data as securely and carefully as possible and – where necessary – to communicate with its Processors, no method of storage and/or communication is completely (100%) secure. We are therefore unable to guarantee absolute security.

7. Links to websites belonging to third parties

Our services and/or the website may contain links to other websites, as well as advertisements by third parties. Websites belonging to third parties may keep information about you. We have no control over such sites or their activities. Any personal data that you provide on the pages belonging to third parties is provided directly to these third parties and is subject to the privacy policy of that third party. We are not responsible for the content, privacy or security practices or the policy of websites to which we provide a link or which advertise on our Services and/or websites. Links on our website to third parties or to other sites are provided solely for your benefit. We would advise you to look at their privacy and security practices and their policy before providing them with your personal data.

8. What choices do you have when it comes to the use of your personal data?

Before we share your personal data with third parties in ways that are not covered by this privacy statement, including use for direct marketing purposes, you will be informed of this and asked to grant your consent at the time when this information is collected.

We are permitted to send you marketing and promotional material and updates regarding our Services. Should you not wish or no longer wish for the information to be used for direct marketing, you can contact us using the e-mail address provided under ‘Contact’.

You can also unsubscribe yourself by following the opting out instructions provided on each promotional e-mail. This does not affect our right or our ability to send you e-mails relating to our Service and your account or to use personal data as set out in this privacy statement.

We will comply with your requests as soon as possible following receipt thereof.

9. Your rights

You can check, update, correct or remove the personal data relating to you that is collected by the website and the Service by contacting us as set out under Article 11 ‘Contact’ or by using a feature in the Service that has been designed for this purpose.

Please bear in mind that removing personal data or restricting processing or withdrawing consent may, in some circumstances, result in us being unable to provide the Service, or being unable to provide the Service in full and/or correctly. This may result in us having to cease our Service provision.

We reserve the right to keep your personal data in our files should we deem this to be necessary or recommended in order to provide the Service to others, to resolve disputes, to maintain the applicable general terms and conditions, for technical and/or legal reasons and/or where this is required by the Service or the provision thereof.

If you wish to access your personal data by e-mail, please provide us with sufficient evidence of your identity as requested by us. We reserve the right to deny you access if we believe that there are any doubts regarding your identity. We will respond to all requests for access within 4 weeks. In the case of complex requests, the deadline may be extended by another 4 weeks. We will notify you of any extension to the deadline within 4 weeks of the request being made.

You are entitled to request that we restrict or stop the processing of your personal data in the future. We will comply with your request, but this may affect your use of the Service and you may find that you cannot or may not use the Service, as stated in Article 4 of this privacy statement.

You can request that we pass on your personal information that we process, as specified by you, provided that the information requested does not include any personal data belonging to other natural persons and provided that the requested information is processed in line with this privacy statement. We will comply with your request within 4 weeks of the request being received.

You are entitled to make a complaint to the competent privacy authority regarding our treatment of personal data. For the Netherlands, this authority is the Dutch Data Protection Authority; you can contact this authority at <https://autoriteitpersoonsgegevens.nl/>.

10. Changes to the privacy statement

Patentwerk reserves the right to make changes to the provisions of this privacy statement. We will notify you of any changes we make to the privacy statement. We recommend that you read the most recent version of the privacy statement at regular intervals. The most recent version of the privacy statement has also been published on our website: <http://www.patentwerk.nl>.

11. Contact

Should you have any questions, problems or comments relating to this privacy statement, you can contact us by e-mail at info@patentwerk.nl, by telephone at +31-(0)73-6911350, or by post at:
P.O. Box 1514, 5200 BN ‘s-Hertogenbosch, the Netherlands.