

# Teqa Privacy Statement

Teqa Informatica B.V. (hereinafter “Teqa”, “we”, “us” or “our”) fully appreciates and respects the importance of data privacy and security on the internet. In this privacy and cookie statement we aim to let you, the user of our website, know how we collect, use and protect your personal information from the different Teqa sites that link or refer to this policy. This privacy declaration is applicable, inter alia, to (1) to the websites operated by Teqa Informatica B.V., i-Reserve and all redirecting domain names and (2) all commercial relations between Teqa and its customers, prospects and business partners/suppliers.

**When providing Personal Data on this website, you acknowledge that you have the necessary authorisation and consent to disclose personal data to be used by Teqa as described in this policy.**

Our nominated data protection representative dealing with data protection issues is Wiljan Snijders. If you have any questions about this policy or our treatment of the information you provide us, please contact us by email at [privacy@teqa.eu](mailto:privacy@teqa.eu) or write to us at Teqa Informatica BV, Leonard Bernsteinkade 7, 3543 CC Utrecht, The Netherlands Attn: Privacy

---

## Personal Information.

“Personal Information” refers to any information that you choose to submit to us that identifies you personally. This includes, for example, your name, email address, company name or phone number and other information about you and/or your business. This can also include information about you that is publicly available, for example registration in the Business Register (KvK).

## Personal and Other Information We Collect?

Generally, you can visit Teqa websites and demo’s without providing any personal data about yourself. This makes it possible for you to visit our websites anonymously to learn more about our products and services. However when you contact us via the chat function in the website, when you complete a contact form to receive more information from us, or when you sign up to receive and use Teqa’s i-Reserve product and/or services (such as an online demo / request a free trial) you are required to volunteer some personal information about yourself; and we may collect some navigational information, in accordance with our Cookies Policy below.

**Personal information** may include, but is not limited to:

- Your name, email address, telephone number and place of residence
- Information about your company such as the name, size, location and your role within the company
- Publicly available Information obtained from third parties such as business registration number and credit checks.
- Past transactional data

Teqa may also collect **Other information** through your interaction with its Websites, which does not reveal your specific identity or does not directly relate to an individual. Other information may include, but is not limited to:

- Unique IDs such as a cookie placed on your computer or device
- Internet Protocol address (“IP address”)

- Information from visitors to our websites such as the source URL, browser type, information sent by the visitors browser to our website, the amount of time spent on our site, the click behaviour of the visitor etc. We are not able to identify you personally on the basis of this information.

If we combine Other Information with Personal Information, we will treat the combined information in the same way that we are permitted to use and disclose Personal Information.

---

## **Purpose and Use of Collected Information.**

We process personal information for certain legitimate business purposes. The purposes for which your Personal Data is collected, are described below, along with a brief description of how your Personal Data may be handled in each case.

**Communicating with you.** We will follow up on comments and other requests that you submit to us through our website, such as online queries, business related inquiries, or registering your attendance at a workshop. This may include using your personal Data to call you back by telephone or communicating directly with you via email.

**Processing Transactions.** Teqa may use your Personal Information along with financial, credit card and payment information, to process your transactions.

**Administer Product Access and Licensing Compliance.** We may use your personal information to confirm certain information about your order (for example that you did not experience any problems in the registration process or in accessing the software). We may also contact you to confirm compliance with licensing and other terms of use.

**Providing Support or Other Services.** We may use your Personal Data to provide you support or other services that you may have ordered, as well as product updates, product patches and fixes and other similar operational communications.

**Direct marketing and promotion.** Direct marketing and/or promotional efforts by or on behalf of Teqa may include providing you with specific information you have requested online or providing more general information about other Teqa offerings.

**Recruitment.** If you submit a resume or job application online, we will use your personal data for recruitment related purposes, which may include contacting you via email, telephone or post. Except where you request otherwise, Teqa may keep your personal data on file for an appropriate time in order to consider you for other employment opportunities with Teqa in the future.

**Maintaining the websites and conducting customer satisfaction surveys.** Your personal data may be used to evaluate and improve our websites, products, services, marketing and customer relationships.

**Customer Quotes and Testimonials.** We may publish customer testimonials and quotes on our websites, which may contain some personal information. Teqa obtains consent prior to posting such information. If you wish to update or delete your testimonial, please contact us.

**Obtaining Third Party Services.** We may also share Personal Information and Other information with third parties who provide services to Teqa, such as credit card processing services, analytics, customer service, e-mail delivery, hosting, auditing and other similar services. When Teqa shares Personal Information with third party service providers, we require that they use your Personal Information and Other information only for the purposes of providing services to us and subject to terms consistent with this policy.

**Complying with Legal Requirements and Corporate Transactions.** Teqa may disclose your personal information (a) to any governmental authority as part of an investigation to determine our compliance with any applicable law, rule, or regulation (including privacy laws, rules, and regulations), (b) in response to a court order, subpoena, discovery request, or other lawful judicial or administrative proceeding, (c) as otherwise required under any applicable law, rule, or regulation, and (d) in good faith, to protect or defend the rights or property of Teqa and other users and (e) if Teqa is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Website of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

---

## How We Collect Information.

The Information that Teqa and our third party service providers collect may be from a variety of sources, that generally fall into 3 categories:

- **Direct interactions:** Activities such as creating a demo or free trial account, submitting contact form requests, sales enquiries and transactions.
- **Publicly available data / Data from Third Parties:** This refers to data that you have made publicly available or data provided by third party sources, such as marketing opt-in lists or data aggregators.
- **Automated interactions:** From the use of technologies such as [cookies](#), [electronic communication protocols](#) (log files) or [social media features and widgets, button and tools](#), Teqa may automatically receive information from you as part of the communication connection itself.

## Third Parties

Teqa partners with third party service providers, such as Google AdWords to manage our advertising on other sites. They may use technologies such as cookies to collect information about your activities on this and other sites, in order to provide you relevant advertising based on your browsing activities and interests. Within the EU you may opt-out by clicking [here](#). Please note, this does not opt you out of being served adverts. You will instead receive generic ads only.

## Log Files.

Like most websites, we gather certain information from visitors to our websites automatically and store it in log files. This information includes Internet Protocol (IP) addresses, internet service provider (ISP), date/time stamp, the source URL, browser type, the amount of time spent on our site, and clickstream data/the click behaviour of the visitor.

We use this information, which does not identify individual users, to administer the websites, to track users movements around the sites and to gather useful information about our user base as a whole. We do not link this automatically-collected data to personally identifiable information.

## Cookies

Cookies are small pieces of data that a website sends to your computer's web browser while you are navigating through it. These cookies may then be stored on your machine to identify your computer. They can either be set up by our website or by a third party website. Cookies are used on our websites to enable you to navigate between pages easily, to remember your user settings or language preferences, to store analytics data and to eventually improve the user experience.

We also use Google Analytics, a web analytics service provided by Google that places cookies on your device. Google will use this information for the purpose of evaluating your use of the website and providing other services relating to website activity and internet usage. More on how Google uses data and how you can control that data can be found [here](#).

You can opt-out of having these cookies placed on your device by downloading and installing the following browser-plugin: <http://tools.google.com>

You also have choices with respect to our use of cookies. By modifying your browser preferences you have the choice to accept or reject all cookies. If you reject all cookies, you may still use our websites, but your ability to use some features or areas of our site may be limited.

### **Widgets and Social Media Features**

Our website may include links to social media features, such as LinkedIn, Twitter or Facebook. Choosing to click on these links may result in the collection of your IP address, which page you are visiting on our site, and may set a cookie to enable the feature to function properly. Your interactions with these features are governed by the privacy policy of company providing it. Additionally, our websites may include and host a “Live Help” widget. Choosing to use this feature requires only your name, email address and question.

---

### **Disclosure of Personal information.**

Teqa will share your personal information with third parties only in the ways that are described in this privacy policy. We may disclose your personally identifiable information to certain third parties (eg data storage facilities, payment processors, email service providers) used by Teqa to assist us in providing Teqa services, to the extent necessary to enable such vendors to provide their service to us. These third parties are prohibited from using your personally identifiable information for any other purposes.

We do not sell your personal information to third parties.

### **Payment Information**

Teqa uses the banking and other related information you submit to us to process payments you make through the website, which are handled by our payment processor intermediaries and are not stored by us. We only store banking or other payment method information when a customer chooses to enter that information to authorise Teqa to collect recurring payments, in connection with their signed and concluded agreement. You have the right to withdraw this authority. In all other cases our payment processors have the sole responsibility for the storage of banking and payment information. We may also share personal information with our payment processor intermediaries for the purposes of risk management and fraud prevention.

### **Service Providers**

In the course of providing its products or services, Teqa may engage the services of a third party. This may involve, for example, the hosting of data, including personal information, on servers operated by that that provider. Teqa currently offers its i-Reserve SaaS hosting platform within the Netherlands (EU). Our I-Reserve SaaS hosting environments store the data physically in a specific independent datacentre owned and managed by Mihosnet B.V. who is authorised to process your personal information only as necessary to provided their service to us. Mihosnet holds ISO 9001 and ISO 27001 certifications. Teqa BV and Mihosnet BV have a Data Processing Agreement in place.

## External Websites and Third party links

Occasionally, at our discretion, our Websites and Services may include links to other websites run by third parties. When you click on a link to a third party website from our website, your activity and use on the linked website is governed by that website's own privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

---

## Children's Privacy

Tega does not promote or market its products or services to minors. If you believe that we have mistakenly or unintentionally received such information please contact us via [Privacy@tega.eu](mailto:Privacy@tega.eu) so that we may immediately delete the information from our servers and make any other necessary corrections.

## Sensitive Personal Data

As a general rule, Tega does not collect sensitive personal information (information related to racial or ethnic origin, political opinions, religion or other beliefs, health, genetic/biometric data, trade union memberships or criminal background). We ask that you do not share or send us any such information.

## Transfer of Personal Information / Cross Border Transfers

All data is processed and stored in the E.U.

---

## What Are Your Rights?

If you provide us with your Personal Information, you have the following rights with respect to that information:

- To review the Personal Information that you have supplied to us;
- To request a correction of any outdated information, errors or omissions in the Personal information that you have supplied to us;
- To request that your Personal Information not be used to contact you;
- To request that your Personal Information be removed from our solicitation lists;
- To request that your Personal Information be deleted from our records; or
- To opt out of being solicited by Tega.

You also have the right to oppose the processing of your personal information by Tega. You can exercise these rights by contacting us in writing (by mail or email) using the information provided below.

---

## Retention and Deletion of Information

We retain information as long as it is necessary and relevant for our operations. After such time information about you will be de-identified and/or disposed of securely. In addition, we may retain information from closed accounts to comply with the law, prevent fraud, resolve disputes, enforce our agreements and take other actions permitted by law (for example we are required under Dutch tax law to retain your basic personal data for a minimum of 7 years after which time it will be

destroyed). The information we retain will be handled in accordance with this Privacy Policy. At the end of the retention period your personal information will be destroyed.

Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information. You may unsubscribe from receiving our marketing communications at any time by clicking on the “unsubscribe” link located on the bottom of our emails, contact us by email at [Privacy@tega.eu](mailto:Privacy@tega.eu) or write to us at Tega Informatica BV, Leonard Bernsteinkade 7, 3543CC Utrecht, The Netherlands Attn: Privacy

With regards to the deletion of your Personal Information we may keep a record/system logs or server backups which may be associated with your account for up to 30 days following the deletion of that information/account.

---

## **Security**

The security of our customers personal information is very important to us. Tega uses a range of security technologies and processes to protect your Personal Information from loss, misuse and unauthorised access, disclosure, alteration and destruction. These measures may depend on the sensitivity of the data that we collect, process and store.

If you have set up an account with us, your account information and profile is password protected. You must keep your username and password secure. In addition, Tega uses standard security protocols and mechanisms such as secure sockets layer (SSL) encryption technology to ensure the safe exchange of sensitive Personal Information. Personal Information is encrypted when it is collected via the websites and/or is transmitted to third parties in accordance with this Privacy policy. We follow generally accepted standards and best practices to protect the personally identifiable information submitted to us, both during transmission and once we receive it.

Tega stores all personal data that is collected, within the EU. Our servers are housed in a independent data centre, in a secure and controlled environment. Our sub-processor is ISO27001 and ISO9001 certified.

More detailed information about the security measures in place at Tega can be found [here](#).

---

## **Intellectual Property.**

The website(s) of Tega/ i-Reserve are the property of Tega B.V. (KvK number: 30167523, VAT number: NL815804994B01). The information, images, layout, documents, audio, video and text provided on this website are the intellectual property of Tega. No part of these materials may be copied or distributed in any form or by any means without the prior written consent of Tega BV.

---

## **Dispute Resolution**

If at any point you believe the information we process on you is incorrect you can write to us at Tega Informatica BV, Leonard Bernsteinkade 7, 3543 CC Utrecht, The Netherlands Attn: Privacy or email us to request to see this information and have it corrected or deleted. We have 30 days to respond and cannot charge you (unless the requests are unfounded/excessive/repetitive. If you have a user account, you may see, amend or delete these details yourself online. Please note that the use, storage and transfer of some of your personal information may be necessary for the purpose of our relationship.

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated. [Privacy@tega.eu](mailto:Privacy@tega.eu)

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can contact the office of the Dutch Data Protection Authority (Autoriteit Persoonsgegevens)

---

## **Privacy Policy Updates**

This Privacy Policy is updated on an ongoing basis, as necessary, and a formal review is conducted annually. In the event that we make material changes that reduce your rights or our obligations under this Policy, we will post a prominent notice online in a timely manner. We encourage you to periodically review this page for the latest information on our privacy practices. Updates to the this Privacy Policy will be effective immediately as of the date at the bottom of this document.