

## Teqa's Software-as-a-Service Privacy Statement

Teqa Informatica B.V. (hereinafter "Teqa", "we", "us" or "our") is the supplier of a customizable booking management application called i-Reserve. Our [Teqa Privacy Statement](#) addresses information we collect at our web sites and in offline sales and marketing activities. In other words the information we collect with regards to our own (potential)clients, suppliers, or organisational/business affiliates.

In contrast, having contracted with Teqa to use its i-Reserve product and other related services, our client grants Teqa access to its production, development or test/trial environment, which may include personal information about that clients own employees, customers, partners or suppliers (collectively 'end users'). Such permission allows us access to our clients data to perform support, hosting, or other services related to their i-Reserve application. This [SaaS Privacy Statement](#) applies only to the transfer of personally identifiable information received by Teqa in any format through its hosted software, whether supplied directly by Teqa clients or by their employees or end-users of the hosted software within the EU.

"Services Data" is data that resides on Teqa, customer or third party systems to which Teqa is provided access to perform consulting and support services. Teqa only guarantees the security of data that is processed by us on OUR hosted infrastructure.

### Use of personal information.

Because it supplies a hosted system, Teqa operates as a data processor for its clients. Teqa's clients act as data controllers. We provide our services at the direction of our clients and define our obligations for customer hosted data in our terms of service/processing-agreements with our clients. Our clients retain full ownership and custody of their data and are in control of the entire lifecycle of their hosted data including how such data is classified, accessed, exchanged or otherwise processed when using our services.

It is the clients responsibility to ensure that the data they collect can be legally collected in the country of origin. The client is responsible for giving its employees and end-users the appropriate level of notification that Personal Information is being collected and maintained.

Teqa may access, collect and/or use client services data under the following conditions:

**To provide services and to fix issues.** Services data may be accessed and used to perform services under your order for support, consulting or other services, and to confirm your compliance with the terms of your order. This may include testing and applying new product or system versions, patches, updates and upgrades; monitoring and testing system use and performance, and resolving bugs and other issues you have reported to us.

**As a result of legal requirements.** We may be required to store or provide access to client services data to comply with legally mandated reporting, disclosure or other legal process requirements.

### Security is a shared responsibility

It is important for our clients to understand and distinguish between security measures that Teqa implements and operates on its i-Reserve application and supporting infrastructure, and security measures that our clients need to consider and implement to protect their own data so that they may comply with specific privacy and security laws and regulations applicable to them.

[Here](#) you can learn more about the variety of security measures and features that we use to protect our infrastructure and business operations.

Additionally our i-Reserve product is provided in a manner that gives our clients flexibility over how they configure, secure and deploy their hosted solution. We offer various security solutions, features and services to allow our clients to address their security and compliance challenges. Options for [secure](#) logins, [anonymising](#) personal data, or providing access to end users to [view, change or delete](#) their information have been included in the application design and may be configured by our clients according to their own requirements.

We will retain information we process on behalf of our clients for as long as needed to provide services to our client or as necessary to comply with our obligations and agreements.

Outside of the i-Reserve application, our clients may have the ability to collect personal information via cookies and other technologies from their end users. We advise that our clients ensure they are complying with any laws applicable to the collection of such information, including providing any required notices and obtaining any required consents.

### **Where is client data stored?**

Our i-Reserve SaaS hosting environments store the data physically in a specific datacentre managed by Mihosnet, in the Netherlands. It is a modern, completely independent, climate controlled datacentre that holds both ISO 9001 and ISO 27001 certifications. Our clients cannot reject the use of the datacentre provider, as it is an integral part of our offering and we cannot provide the SaaS service without them. Our use of this sub-processor, including their data protection obligations, is covered by the service agreements we make with our clients.

### **Access Controls**

Teqas access to services data is based on job role/responsibility. Services Data residing in Teqa hosted systems is controlled via an access control list (ACL) mechanism, as well as the use of a user account management framework. Since Teqa clients control the type of / purpose for / access to the data they collect, their end-users should direct any requests related to their personal information to the client directly. The information that is submitted to our applications will be subject to our clients' privacy policies.

### **Oversight**

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, Pal Maletererstraat 19, 3573 PE Utrecht, The Netherlands Attn: Privacy

### **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.