

Privacy Statement Eurofins Agro Testing Wageningen b.v.

1. Introduction

Eurofins Agro Testing Wageningen BV (Eurofins Agro) will process your personal data carefully, safely and confidentially. We believe that it is important that you trust our organisation in respect of all our services and products. We therefore want to do all we can to protect your privacy. The rules about protecting your privacy have been laid down in the General Data Protection Regulation, while the Dutch Data Protection Authority supervises compliance with the law. Eurofins Agro acts within the statutory framework.

1.1 Structure of this privacy statement

The introduction of this document contains information about Eurofins Agro. Eurofins Agro is the organisation responsible for processing your data. In the sections below we describe which personal data we process and for which purposes this is done. We also explain for which services we process the data and on which basis we are allowed to do so. Sharing data with other parties is also discussed, as is processing personal data outside the EU. The security of personal data is discussed in combination with how we handle retention periods. Finally, a section has been added about your rights as the data subject and the option to submit a complaint or contact Eurofins Agro.

1.2 What is personal data?

Personal data is all data that allows the identification of individual persons. Examples are your name, address, telephone number and account number. Eurofins Agro has decided to regard analysis data and the advice given on the basis of this as personal data as well. As a result, we ensure the integral security of personal and other data. Occasionally we will aggregate or anonymise your personal data, so that you are no longer identifiable as a person.

1.3 Are you obliged to provide personal data?

Yes, in most cases you are. This is because in many cases we need to use your personal data to be able to offer you the service or product you buy from us. In that case, the use of your data is essential for the agreement between you and Eurofins Agro (purchase agreement and the delivery of the products). As regards some additional products and services, we will ask your permission first before we collect further personal data or before we use data we already have for purposes other than the implementation of the agreement. We will discuss this in more detail below. Eurofins Agro has its own newsletter. This newsletter is sent to customers and contains information about products purchased from us or related products. The newsletter is sent to the email address we have, after the purchase agreement has been concluded. Do you no longer wish to receive the newsletter after you have received it for the first time? In that case, you can unsubscribe via a link in the newsletter.

1.4 Data collected from others?

Eurofins Agro does not collect data from third parties. The only data we collect is the data we receive directly from the data subjects. It is possible, however, that your data is hosted and/or processed by third parties. We conclude processing agreements with the relevant parties for this purpose.

1.5 Who is the controller responsible for processing personal data?

Eurofins Agro is the controller with legal responsibility for processing personal data.¹

1.6 Who is the data protection officer?

Eurofins Agro does not employ a data protection officer. We do, however, have an Information Security Officer. This role is fulfilled by Frank Geerdink. He can be contacted by email at FrankGeerdink@eurofins.com.

2. Which personal data do we use for our services and products?

For the sake of convenience, personal data can be divided into categories. We use the following categories of your personal data:

2.1 (Category 1) Name and contact data:

This is your first and last name, address, date of birth, email address and telephone number.

2.2 (Category 2) Payment data:

This is your account number, Chamber of Commerce registration number, VAT number, etc.

2.3 (Category 3) Order history:

This is the data about the products you have ordered.

2.4 (Category 4) Analysis data and advice:

This is information produced by Eurofins Agro on behalf of a customer.

2.5 (Category 5) Online data:

This is clicking behaviour with regard to newsletters and anonymised surfing behaviour on websites.

3. For which purposes do we use your data?

We use the personal data specified above for different purposes. For the sake of convenience, we use generic purposes and more specific sub-purposes.

3.1 A. Supply of services

- A1. Registration in our systems
- A2. Drawing up a purchase agreement
- A3. Customer service
- A4. Customer authentication
- A5. Carrying out transactions and sending out statements of account

3.2 B. Research and statistics

- B1. Keeping a record of the number of new customers per region
- B2. Analysis of this data
- B3. Improving our website
- B4. Generating product offers

3.3 C. Legal disputes

- C1. Handling files concerning legal disputes

4. For which services do we use your data?

4.1 Service 1: registering a customer

Eurofins Agro uses personal data from Category 1 to register a customer. The purpose of this is to register a new customer, so that they can make purchases.

4.2 Service 2: lending and getting back materials

For selling products, Eurofins Agro uses personal data from Categories 1, 2 and 3.

4.3 Service 3: other processing

Eurofins Agro also processes personal data from Categories 1, 2 and 3 where necessary. This applies, for example, when a customer uses the customer service, when data is used for research purposes and when handling legal disputes. It may also be the case that Eurofins Agro has to process your personal data to comply with legal obligations.

5. On which basis do we use your personal data?

5.1 Agreement

Eurofins Agro uses personal data to carry out a purchase agreement. Before this agreement is concluded, a customer is registered in the system, which is regarded as the pre-contractual phase. On the basis of the purchase agreement, your email address is used for sending you our newsletter. If you unsubscribe after the first time we have sent you the newsletter, we will stop sending it.

6. Existence of automated individual decision-making

Eurofins Agro is currently not using automated individual decision-making, as this is not necessary in order to provide our services. This means, for example, that Eurofins Agro is not involved in profiling. Eurofins Agro does, however, reserve the right to take steps in that direction. The actual introduction of this will always involve updating the privacy policy.

7. Do we share the data with other parties?

Eurofins Agro shares personal data with organisations that have been engaged for the implementation of the purchase agreement. Such parties include in any case postal services (e.g. Post NL) and/or digital service providers. They process personal data (e.g. email addresses) on our instructions in order to deliver the orders at the correct addresses. Eurofins Agro also uses a number of suppliers of, for example, software programs. The suppliers of these programs have access to the personal data and make backups for us. These suppliers are our processors, and we have concluded a processing agreement to lay down our agreements about, for example, the careful handling of your data. In some cases, Eurofins Agro is obliged to provide personal data to investigative authorities due to legal obligations. We will only do so if this legal obligation exists; if this is not the case, we will not pass on the data. Eurofins Agro will ensure that the data exchange with third parties is within the statutory framework. This means, among other things, that we make agreements with the third parties to ensure that they take appropriate organisational and technical measures to be able to reassure customers that their privacy is guaranteed. In addition, Eurofins Agro supplies data sets with anonymised data to clients against payment. It has been laid down in our policy and its implementation that this data cannot be traced back to individual persons.

8. Is your data transferred to countries outside the EU?

As a rule, Eurofins Agro only processes personal data within the EU. As the GDPR applies throughout the EU, this means we can, in principle, always guarantee an appropriate level of protection.

9. How do we secure your data?

As the security of personal data is very important, Eurofins Agro has a strict policy in this respect. As was explained under point 8 of this statement, we only process personal data within the EU. We also apply a number of technical and organisational measures to ensure that the personal data cannot be used improperly or end up in the hands of the wrong person in any other way. We ensure that, if we send your personal data to other organisations, such as processors, these organisations apply the same standards.

10. How long do we keep your data?

10.1 (Category 1) Name and contact data

We keep this data as long as a customer is registered with us.

10.2 (Category 2) Payment data

We keep this data as long as a customer is registered with us, and another seven years after that. In the case of paid products or services, we will also keep any stored data for seven years following the last transaction. That is also the statutory retention period.

10.3 (Category 3) Order history

We keep this data as long as a customer is registered with us.

10.4 (Category 4) Analysis data and advice

This data is kept with no end date.

10.5 (Category 5) Online data

We keep this data as long as a customer is registered with us.

11. What are your rights with regard to the processing of personal data?

In the opinion of Eurofins Agro, it is important that the customer is able to exercise their rights under the law properly. It is therefore very easy to contact us, for example via the website. Under the heading "Contact" you can find several forms you may find helpful in this respect. By using these forms, you can exercise the following rights:

- The right to access: you have the right to access the personal data about you that is processed by us;
- The right to rectification: if the personal data about you that we process is incorrect, you have the right to have this amended;
- The right to erasure: if we no longer need your personal data for the purpose for which we obtained it, you have the right to ask us to erase it. There are a number of exceptions to this, such as our obligation to retain certain data, for example for the Tax and Customs Administration;
- The right to restriction of processing: during the period we are verifying whether your data needs to be rectified, whether the data processing is unlawful, whether data must be erased or you have objected to the processing, you have the right to request restriction of processing;
- The right to data portability: at your request, we must transfer all personal data about you that we have to you or another organisation of your choice. You can only exercise this right if the data is processed on the basis of permission or by agreement;
- The right to object: if we process data on the basis of a legitimate or general interest, it is possible to object, following which the interests will be weighed up. Within the context of direct marketing, you will always have a right to object.

If you are unsure or would like additional information about invoking your rights, please send an email to FrankGeerdink@eurofins.com, Information Security Officer, or call telephone number 088 8761015.

12. Submitting a complaint to the competent authority: the Dutch Data Protection Authority

Eurofins Agro believes it is important to have satisfied customers. Even though we do everything we can to achieve this, it may occur that you, as the customer, are dissatisfied. You can submit a complaint to the Dutch Data Protection Authority if your complaint concerns the protection of personal data. You can do so via:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

13. How can you contact us?

Should you have any further questions, please contact us via info@EurofinsAgro.nl or call us on telephone number 088 876 1010. For this purpose, you can also contact our Information Security Officer at FrankGeerdink@eurofins.com