

Privacy statement website RWB/Culligan Netherlands

This Privacy Statement is used by the RWB Water Group, which consists of the statutory companies: *Rood Wit Blauw Holding BV*, *Rood Wit Blauw Water Services BV*, *Rood Wit Blauw Water Systems BV*, *Rood Wit Blauw Water Solutions BV (Culligan Licensee)*, hereinafter referred to as RWB.

Privacy-sensitive data is processed via RWB's websites www.rwbwater.com and www.culligan.nl. These data are called personal data. We consider careful use of personal data to be of great importance. Personal data is therefore carefully processed and secured by us. Our employees and third parties engaged by us are obliged to respect the confidentiality of your data. Any changes to and/or changes to the website may lead to changes in this privacy statement.

We process our products in accordance with the requirements of the Privacy Act. That means, among other things, that we:

- clearly state the purposes for which we process personal data. We do this by means of this privacy statement;
- limit our collection of personal data to only those personal data that are necessary for the stated purposes
- First, ask you for explicit permission to process your personal data in cases where your permission is required;
- take appropriate security measures to protect your personal data and also require parties who process personal data on our behalf to do so;
- Respect your right to access, correct or delete your personal data at your request.

In this privacy statement, we explain which personal data we collect and use and for what purpose. We recommend that you read this statement carefully.

This privacy statement was last amended on 23 May 2018.

Use of personal data

When using our website, you leave certain information with us. This may be personal data. We collect personal data in a variety of ways. For example, you can order products via our website, where we ask you to provide us with some personal data in order to complete the order. When viewing our website on various devices, such as a smartphone, tablet or computer, personal data is also collected.

It is also possible that you contact us with questions and/or complaints by post, e-mail or telephone. In that case, we will contact you to deal with the question or complaint. Finally, we may collect information from you if you have participated in a market or customer survey.

In addition, data may also be collected through social media channels (such as Facebook, Twitter and LinkedIn), for example when you contact us to ask questions. In that case, we will only use your account name so that we can respond to your message.

When you use our website, we may process the following data about you (depending on the data you enter yourself, for example by placing an order):

- Name and first name(s);
- Initials;
- Gender;
- (Invoice) Address;
- Phone number;
- Email address;
- Technical data of the equipment you use (e.g. from your smartphone/laptop/tablet), such as IP address, MAC address and the software used;
- Your surfing behaviour on the website, including mouse and click behaviour and the duration and time of your visit to our website;
- Payment details;
- Order History;

The above data will be used for the following purposes:

- to offer you the possibility to order products via our website and to use all functionalities and services on the website;
- to process your order and to inform you about its progress;
- to communicate with you by sending digital newsletters and/or post;
- to send you personalised newsletters based on your interests and your (online) order history (see also the profiling heading);
- to answer your questions or to handle your complaints via social media, e-mail, by post or by telephone;
- to (on an individual level) improve our website and our services online. We do this on the basis of your preferences, market and customer surveys and the use of our website by visitors;

RWB collects and processes these personal details, which are provided by the (website) visitor/client at the time of entering into the agreement, consent or legitimate interest.

The provision of these personal details for the purpose of a purchase is mandatory and a necessary condition for entering into an agreement with RWB. If this information is not provided, RWB may not be able to meet our obligations under your agreement or we may not be able to meet your obligations under your agreement.

Storage Periods

Your data will be kept until seven years after making a purchase for analysis purposes and commercial purposes such as suggestions and repeat purchase.

Provision to third parties

In certain cases, if this is necessary for the implementation of the purposes set out in this Privacy Statement, RWB will pass on personal data to third parties.

Purchase agreement:

- Mail order company, for the delivery of your order;
- When the product is purchased online as well:
- Host party of the website including the developer;

Furthermore, we will not provide the information you provide to other parties if you have not given your consent, unless required or permitted to do so by law.

In principle, RWB does not pass on personal data to countries outside the European Economic Area or international organisations, unless this is necessary for the execution of the purchase agreement. If this happens for other reasons, RWB will determine whether there is an adequacy decision in the sense of the applicable regulations, and if there is no such decision, there will only be a transfer of personal data if there are appropriate or suitable safeguards.

Information

If you have given us your consent, we may send you information by e-mail. Any communication in this way will include an opt-out option if you are no longer interested in our information. You can also submit your deregistration to info@rwbwater.nl or info@culligan.nl

Cookies

If you want to use all the functionalities on our website, you must accept our cookies. On your first visit you will see a window with which you can accept cookies. You can do this by closing the report or by continuing on our website. We collect your data using cookies.

Unsubscribe cookies

Do you want to delete our cookies or do you want to prevent cookies from coming to your computer at all? Then you can disable cookies in Internet Explorer, Firefox, Safari and Google Chrome.

Security of personal data

- RWB attaches great importance to the security of personal data. We are also obliged by law to ensure the proper security of your personal data. For this reason, we have - among other things and where appropriate - taken the following appropriate technical and organisational measures to protect your personal data:
 - Use of a good password policy;
 - Setting up authorisations;
 - Personal data is stored on RWB servers or hosted under adequate security at suppliers with whom RWB has a processing agreement;
 - A large number of data carriers are encrypted;
 - It is possible to guarantee the confidentiality, integrity, availability and resilience of the processing systems and services at all times;
 - Regular testing, assessment and evaluation of the effectiveness of the security measures in place;
 - In the event of a physical or technical incident, it is possible to restore the availability of and access to personal data in a timely manner;

Changes to this privacy statement

We may amend this privacy statement from time to time. Changes will be published on our website. It is therefore advisable to consult this privacy statement regularly, so that you are aware of these changes.

Accessing and modifying your data

If you have provided us with any personal data, you may change it in your account at any time. You can also contact RWB if you wish to inspect the information RWB has recorded about you and for the purpose of removing or correcting this information if it is incorrect or incomplete.

If you have any further questions about RWB's privacy policy, please contact info@rwbwater.nl or info@culligan.nl by e-mail.