

Data processing agreement

This data processing agreement is applicable to all processing of personal data to be undertaken by Dyvelopment, registered with the Chamber of Commerce under number 53349156, (hereinafter: Processor) for the benefit of another party to whom it provides services (hereinafter: Controller) on the basis of the agreement concluded between these parties (hereinafter: the Agreement).

Article 1. Purposes of processing

1.1. Processor hereby agrees under the terms of this Data Processing Agreement to process personal data on behalf of the Controller. Processing shall be done solely for the purpose of facilitating orders and payments for products or services of Controller, storing data in the 'cloud' for the benefit of Controller, and associated online services, managing financial administration and bookkeeping of Controller, offering and maintaining the online Customer Relationship Management service of Processor for Controller, providing Public Relations and marketing activities for Controller, the transmission of newsletters for Controller, managing the customer administration of Controller, and all purposes compatible therewith or as determined jointly.

1.2. The personal data to be processed by Processor for the purposes as set out in the previous clause and the categories of data subjects involved are set out in Appendix 1 to this Data Processing Agreement. Processor shall not process the personal data for any other purpose unless with Controller's consent. Controller shall inform Processor of any processing purposes to the extent not already mentioned in this Data Processing Agreement. Processor however is permitted to use personal data for quality assurance purposes, including surveys to data subjects and statistical research purposes regarding the quality of Processor's services.

1.3. All personal data processed on behalf of Controller shall remain the property of Controller and/or the data subjects in question.

Article 2. Processor obligations

2.1. Regarding the processing operations referred to in the previous clause, Processor shall comply with all applicable legislation, including at least all data processing legislation such as the Dutch Data Protection Act.

2.2. Upon first request Processor shall inform Controller about any measures taken to comply with its obligations under this Data Processing Agreement.

2.3. All obligations for Processor under this Data Processing Agreement shall apply equally to any persons processing personal data under the supervision of Processor, including but not limited to employees in the broadest sense of the term.

2.4. Processor shall inform Controller without delay if in its opinion an instruction of Controller would violate the legislation referred to in the first clause of this article.

2.5. Processor shall provide reasonable assistance to Controller in the context of any privacy impact assessments to be made by Controller. All costs (and working hours) made by Processor will be charged to the Controller, based on the default Hourly rate of Processor.

Article 3. Transfer of personal data

3.1. Processor may process the personal data in any country within the European Union.

3.2. In addition Processor may transfer the personal data to a country outside the European Union, provided that country ensures an adequate level of protection of personal data and complies with other obligations

imposed on it under this Data Processing Agreement and the Dutch Data Protection Act, including the availability of appropriate safeguards and enforceable data subject rights and effective legal remedies for data subjects.

3.3. Processor shall report to Controller of the countries involved. Processor warrants that, considering the circumstances that apply to the transfer of personal data or any category of transfers, the country or countries outside the European Union have an adequate level of protection.

3.4. In particular Processor shall take into account the duration of the processing, the country of origin and the country of destination, the general and sector-based rules of law in the country of destination and the professional rules and security measures which are complied with in that country.

Article 4. Allocation of responsibilities

4.1. The authorised processing operations shall be performed by employees of Processor within an automated environment.

4.2. Processor is solely responsible for the processing of personal data under this Data Processing Agreement in accordance with the instructions of Controller and under the explicit supervision of Controller. For any other processing of personal data, including but not limited to any collection of personal data by Controller, processing for purposes not reported to Processor, processing by third parties and/or for other purposes, the Processor does not accept any responsibility.

4.3. Controller represents and warrants that the content, usage and instructions to process the personal data as meant in this Data Processing Agreement are lawful and do not violate any right of any third party.

Article 5. Involvement of sub-processors

5.1. Processor shall involve third parties in the processing under this Data Processing Agreement on the condition that such parties are reported in advance to the Controller.

5.2. In any event, Processor shall ensure that any third parties are bound to at least the same obligations as agreed between Controller and Processor.

5.3. Processor represents and warrants that these third parties shall comply with the obligations under this Data Processing Agreement and is liable for any damages caused by violations by these third parties as if it committed the violation itself.

Article 6. Security

6.1. Processor shall use reasonable efforts to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk for the processing operations involved, against loss or unlawful processing (in particular from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed).

6.2. Processor does not warrant that the security is effective under all circumstances. If any security measure explicitly agreed in this Data Processing Agreement is missing, then Processor shall use best efforts to ensure a level of security appropriate to the risk taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons.

6.3. Controller shall only provide personal data to Processor for processing if it has ensured that the required

security measures have been taken. Controller is responsible for the parties' compliance with these security measures.

Article 7. Notification and communication of data breaches

7.1. Controller is responsible at all times for notification of any security breaches and/or personal data breaches to the competent supervisory authority, and for communication of the same to data subjects. In order to enable Controller to comply with this legal requirement, Processor shall notify Controller within a reasonable period after becoming aware of an actual or threatened security or personal data breach.

7.2. A notification under the previous clause shall be made only for actual breaches with severe impact .

7.3. The notification shall include at least the fact that a breach has occurred. In addition, the notification shall:

- describe the nature of the personal data breach including, where possible, the categories and approximate number of data subjects concerned and the categories and approximate number of personal data records concerned;
- describe the likely consequences of the personal data breach;
- describe the measures taken or proposed to be taken by the controller to address the personal data breach, including, where appropriate, measures to mitigate its possible adverse effects.

7.4 Both parties will carry their own made costs regarding the notification to the related authorities.

Article 8. Processing requests from data subjects

8.1. In the event a data subject makes a request to exercise his or her legal rights under data protection legislation to Controller, Processor shall pass on such request to Controller, and Controller shall process the request. Processor may inform the data subject of this passing on.

8.2. The costs for processing these requests, and forwarding them to Controller, will be billed to Controller based on the default hourly rate of the Processor.

Article 9. Confidentiality obligations

9.1. All personal data that Processor receives from Controller and/or collects itself is subject to strict obligations of confidentiality towards third parties. Processor shall not use this information for any goals other than for which it was obtained, not even if the information has been converted into a form that is no longer related to an identified or identifiable natural person.

9.2. The confidentiality obligation shall not apply to the extent Controller has granted explicit permission to provide the information to third parties, the provision to third parties is reasonably necessary considering the nature of the assignment to Controller or the provision is legally required.

Article 10. Audit

10.1. Controller has the right to have audits performed on Processor by an independent third party bound by confidentiality obligations to verify and all issues reasonably connected thereto, in case a substantiated allegation of misuse of personal data by Processor has arisen.

10.2. Processor shall give its full cooperation to the audit and shall make available employees and all reasonably relevant information, including supporting data such as system logs.

10.3. The audit findings shall be assessed by Processor and implemented if and to the extent deemed

reasonable by Processor.

10.4. All costs related to the audit shall be borne by Controller. This includes, but is not limited to the use of employees doing work. The costs are based on Processor's default hourly rate.

Article 11. Liability

As described (and approved by Controller) in the terms and conditions of the Processor in section 13.

Article 12. Term and termination

12.1. This Data Processing Agreement enters into force by accepting (digitally or in writing) the offer(s) proposed by Processor and/or when Controller starts using one of Processor's services.

12.2. This Data Processing Agreement is entered into for the duration of the cooperation between the parties.

12.3. Upon termination of the Data Processing Agreement, regardless of reason or manner, Processor shall destroy all personal data available to it, unless required otherwise by law.

12.4. Processor is entitled to amend this Data Processing Agreement from time to time, with a term stated as described in the terms & conditions.

Article 13. Applicable law and competent venue

13.1 Our terms and conditions apply on this Processing Agreement.

13.2. This Data Processing Agreement and its execution are subject to Dutch law.

13.3. Any disputes that may arise between the parties in connection with this Data Processing Agreement shall be brought to the competent court for the place of business of Processor.

Appendix 1: Stipulation of personal data and data subjects

Personal data

Processor shall possibly process the below personal data under the supervision of Controller, as specified in article 1 of the Data Processing Agreement:

- Names and addresses
- Nationality
- Telephone numbers
- E-mail addresses
- Sex
- Visitor behaviour
- IP addresses
- Civil service numbers
- Dates of birth
- Financial data

Of the following categories of data subjects:

- Customers

- Suppliers
- Account holders
- Website visitors
- Leads and potential customers
- Members

Controller represents and warrants that the description of personal data and categories of data subjects in this Appendix 1 is complete and accurate, and shall indemnify and hold harmless Process for all faults and claims that may arise from a violation of this representation and warranty.