

PRIVACY POLICY

This is the privacy policy of Bentley Europe BV, established in Gouda, registered in the commercial register of the Chamber of Commerce of the Netherlands under number 29018665.

This privacy policy describes which personal data Bentley Europe processed when you contact us, place an order, our visit our website, and how Bentley Europe B.V. deals with that data.

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Mark Okkerse, CEO / Managing Director is the Data Protection Officer of Bentley Europe B.V. He can be reached via mark@bentleyeurope.com.

Personal data that we process

Bentley Europe B.V. may process your personal data when using our services and/or by providing this information to us.

Find below an overview of the personal data that you (may) provide with us when you visit our website, place an order and/or ask a question by e-mail or telephone.

- First and last name
- Address data
- Phone number
- E-mail address
- Company, position or other information about your profession
- Bank and/or payment details (invoice name, invoice address, bank account number, VAT number)
- Delivery address for our products/goods
- Location data (place) about your activities on our website
- Information about your activities on our website
- Internet browser and device type about your activities on our website

Special and/or sensitive personal data that we process

Our website and/or services does not intend to collect data about website visitors who are younger than 16 years. Unless they have permission from parents or guardians. However, we cannot check if a visitor is older than 16. We encourage parents to be involved in the online activities of their children, in order to prevent data about children being collected

without parental consent. If you are convinced that we have collected personal information about a minor without this permission, please contact us at info@bentleyeurope.com and we will delete this information.

For what purpose and on what basis we process personal data

Bentley Europe B.V. (possibly) processes your personal data for the following purposes:

- Processing purchase and sales orders
- Providing order support
- Sending our newsletter and/or brochures
- To call or e-mail you if necessary to carry out our services
- To inform you about changes to our services and products
- To deliver our products/goods to you
- Bentley Europe B.V. analyzes your behavior on our website in order to improve the site and to tailor the range of products and services to your preferences.
- Bentley Europe B.V. also processes personal data when we are legally obliged to do so, such as information we need for our tax return.

Bentley Europe B.V. will only use your personal data for the purposes described in this privacy policy. Furthermore, we will maintain your personal data confidential and will not keep the personal data for longer than necessary in order to fulfill the aforementioned purposes.

Automated decision-making

Bentley Europe B.V. does not take decisions based on automated processing, on matters that can have (significant) consequences for people. These are decisions that are taken by computer programs or systems, without involving a person (for example, a Bentley Europe B.V. employee).

Bentley Europe B.V. uses the following computer programs or systems in which your data is (possibly) processed. These are all secured as good as possible.

- Accounting system. Bentley Europe B.V. uses a digital accounting system for processing orders and invoices. Your data is stored herein. There is an appropriate level of protection for the processing of your data.
- Email communication via an online e-mail client. Bentley Europe B.V. uses an online e-mail client for e-mail communication. Your e-mail address and name will (possibly) be stored here. There is an appropriate level of protection for the processing of your data.
- Email communication via web-based mailing system. Bentley Europe B.V. uses a mailing system for e-mail communication, specifically for sending newsletters. Your e-mail address and name will (possibly) be stored here. There is an appropriate level of protection for the processing of your data.

How long we store personal data

Bentley Europe B.V. does not store your personal data longer than is strictly necessary to realize the purposes for which your data is collected. We use the following retention periods for the following (categories) of personal data:

| <u>Category</u> | <u>Term</u> | <u>Reason</u> |
|---------------------------|-------------|--|
| Personalia | > 5 years | > for (future) order processing / aftercare |
| Address | > 5 years | > for (future) order processing / aftercare |
| Telephone number | > 5 years | > for (future) order processing / aftercare |
| E-mail address | > 5 years | > for (future) order processing / aftercare |
| Company data | > 5 years | > for (future) order processing / aftercare |
| Payment data | > 5 years | > for (future) order processing / aftercare |
| Other personal data | > 5 years | > for (future) order processing / aftercare |
| Website information | > 5 years | > For correct functioning of the website / aftercare |
| Internet browser + device | > 5 years | > For correct operation of the website / aftercare |

Sharing personal data with third parties

Bentley Europe B.V. does not sell your information to third parties and will only provide it to other parties if this is necessary for the execution of our agreement or to comply with a legal obligation. With the companies that (may) process your data, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. At all times Bentley Europe B.V. remains responsible for these processing operations.

Cookies, or similar techniques

Bentley Europe B.V. only uses technical and functional cookies. And analytical cookies that do not infringe your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone when you visit the website for the first time. The cookies we use are necessary for the technical operation of the website and your ease of use. They ensure that the website works properly and remember for example your preferences. We can also optimize our website with this information. You can opt out of cookies by setting your internet browser so that it does not store cookies anymore. In addition, you can also delete all information previously saved via the settings of your browser.

View, modify or delete your data

You have the right to view, correct or delete your personal data. You also have the right to withdraw your consent to the data processing or to object to the processing of your personal data by Bentley Europe B.V. and you have the right of data portability. This means that you can submit a request to us to send the personal information we hold of you or another organization mentioned by you in a computer file.

You can send a request for access, correction, deletion, data transfer of your personal data or request for cancellation of your consent or objection to the processing of your personal data to info@bentleyeurope.com.

To ensure that the request for access has been made by you, we ask you to send a copy of your ID with the request. Make your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN) black in this copy. This is to protect your privacy. We respond as quickly as possible, but no later than four weeks, at your request.

Bentley Europe B.V. wants to point out that you have the opportunity to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. This can be done via the following link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we protect your personal data

Bentley Europe B.V. takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure and unauthorized modification.

The website of Bentley Europe B.V. uses a reliable SSL Certificate (Secure Socket Layer) to ensure that your personal information is secure. The URL of all web pages of Bentley Europe B.V. start with https and an icon of a padlock is shown.

If you believe that your data is not properly secured or there are indications of abuse, please contact our Customer Service or contact: info@bentleyeurope.com.

Changes to our privacy policy

It is possible that the information in this privacy policy will be changed in the future. We, therefore, recommend that you review our privacy policy regularly.