



Privacy Policy

This privacy notice is issued on behalf of GREM VOF and its subsidiaries so when we mention "GREM", "we", "us" or "our" in this privacy notice, we are referring to the relevant company in the GREM responsible for processing your data.

GREM respects your privacy and is committed to protecting your personal data. This privacy notice will inform you about how we look after your personal data when you visit our website or which you provide to us through other means. In addition, this notice serves to tell you about your privacy rights and how the law protects you.

Who We Are

Purpose of this privacy policy

This privacy notice aims to give you information on how GREM collects and processes your personal data through:

- your general use of this website; or
- your commercial relationship with us; or
- any data you may provide through this website when you sign up to our newsletters or ask for a product or service.

You should read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Controller

GREM is responsible for this website and the controller in relation to the personal data you provide to us via its use. For information you provide to us via other means, we will let you know upon request which entity will be the controller for your data.

If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact us at the following address: info@grem.nl.

Duty to inform us of changes

To ensure that we do not store any outdated or inaccurate personal data, please keep us informed if your personal data changes during your relationship with us.



Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

The Data We Collect About You

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- Identity Data means your company name, your first name, surname, job title and country.
- Contact Data means your company name, billing address, delivery address, professional email address and telephone numbers.
- Financial Data means your billing personnel, bank account and payment card details.
- Technical Data means your internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Usage Data means all information about your usage of data, including information about how you use our website, products and services.
- Marketing and Communications Data means your preferences in receiving marketing materials such as our newsletter and/or investor relations subscriptions as well as your communication preferences.

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.



We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

How is Your Personal Data Collected?

We use different methods to collect data from and about you including through:

- Direct interactions. You may give us your Identity Data, Contact Data and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - make an enquiry through our website;
 - ask for our products or services;
 - create an account on our website;
 - subscribe to our Investor Mailing list;
 - enter a promotion or survey; or
 - provide us with some feedback.
- Automated technologies or interactions. As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. For further details on how we use cookies, [click here](#).
- Third parties or publicly available sources. We may receive personal data about you from various third parties as set out below:
- Technical Data from the following parties:
 - Google;
 - Klaviyo;
 - Identity and Contact Data from publicly available sources.

How We Use Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:



- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending our marketing communications to you via email or text message. If you do not wish to receive those anymore, you can request to be withdrawn from the mailing list by contacting us.

Purposes For Which We Will Use Your Personal Data

We have set out below, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Please note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out below.

Purpose/Activity: To register you as a new business partner

Type of Data:

1. Identity Data
2. Contact Data

Lawful Basis for Processing Including Basis of Legitimate Interest:

Performance of a contract with you

Purpose/Activity:

To process and deliver your order including:

1. Manage payments, fees and charges
2. Collect and recover money owed to us

Type of Data:

1. Identity Data
2. Contact Data
3. Financial Data
4. Marketing and Communications Data

Lawful Basis for Processing Including Basis of Legitimate Interest:



Performance of a contract with you

Necessary for our legitimate interests (to recover our receivables)

Purpose/Activity:

To manage our relationship with you which will include:

1. Notifying you about changes to our terms or privacy policy
2. Asking you to leave a review or take a survey

Type of Data:

1. Identity Data
2. Contact Data
3. Profile Data
4. Marketing and Communications Data

Lawful Basis for Processing Including Basis of Legitimate Interest:

Performance of a contract with you

Necessary to comply with a legal obligation

Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)

Purpose/Activity:

To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)

Type of Data:

1. Identity Data
2. Contact Data
3. Usage Data
4. Marketing and Communications Data
5. Technical Data

Lawful Basis for Processing Including Basis of Legitimate Interest:

Necessary for our legitimate interests (for conducting our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)



Necessary to comply with a legal obligation

Purpose/Activity:

To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you

Type of Data:

1. Identity Data
2. Contact Data
3. Usage Data
4. Marketing and Communications Data
5. Technical Data

Lawful Basis for Processing Including Basis of Legitimate Interest:

Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)

Purpose/Activity:

To use data analytics to improve our website, products/services, marketing, customer relationships and experiences

Type of Data:

1. Technical Data
2. Usage Data

Lawful Basis for Processing Including Basis of Legitimate Interest:

Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)

Purpose/Activity:

To make suggestions and recommendations to you about goods or services that may be of interest to you

Type of Data:

1. Identity Data
2. Contact Data
3. Technical Data



4. Usage Data

Lawful Basis for Processing Including Basis of Legitimate Interest:

Necessary for our legitimate interests (to develop our products/services and grow our business)

Marketing

We may use your data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us and you have not opted out of receiving that marketing.

We will ask for your consent before we share your personal data with any company outside GREM for marketing purposes. You can ask us or third parties to stop sending you marketing messages at any time by contacting us.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For further details on how we use cookies, [click here](#).

Change of purpose

We will only use your personal data for the purposes for which we collect it as set out above, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of Your Personal Data

We may have to share your personal data with the parties set out below for the purposes set out above.



- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.
- We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

International Transfers

As part of an international group of companies, some of your personal data will be accessible or transferred to countries both within and outside of the European Union. Where this is the case, we ensure safeguards are in place in compliance with applicable laws including standard contractual clauses for the transfer of personal data to processors established in third countries as approved by the European Commission.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

We will only retain your personal data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us.



In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to processing of your personal data
- Request restriction of processing your personal data.
- Request transfer of your personal data
- Right to withdraw consent

If you wish to exercise any of the rights set out above, please contact us.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.



Glossary

Lawful Basis

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal or regulatory obligation means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Third Parties

INTERNAL THIRD PARTIES

- Subsidiaries of GREM acting as joint controllers or processors and who are based in the European Economic Area (EEA) and who provide (a) IT and system administration services, and (b) undertake reporting activities.
- Employees within the Sales/Communications/Marketing/Investor Relations teams who have access to the personal information to carry out the purposes set out within paragraph 4 of this privacy notice.

EXTERNAL THIRD PARTIES

- Service providers acting as processors based within the EEA who provide IT, email, website and system administration services.
- Professional advisers acting as processors including lawyers, finance providers, auditors and insurers based within the EEA who provide consultancy, financing, legal, insurance and accounting services.
- Regulators and other authorities acting as processors or joint controllers based within the EEA who require reporting of processing activities in certain circumstances.



Your Legal Rights

YOU HAVE THE RIGHT TO:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your Context.Request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- if you want us to establish the data's accuracy;
- where our use of the data is unlawful but you do not want us to erase it;
- where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Please note that this right only applies to automated



information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.