

PRIVACY STATEMENT AND COOKIE POLICY

1. General

The privacy statement and cookie policy applies to every visit to our website. An explanation is given herein regarding which data relating to you are collected and processed by Scapta Appfactory NV when you visit the website and what the purposes of this are.

We carefully process and secure personal data to guarantee their integrity and confidentiality and, by taking the necessary technical and organisational measures, to prevent them from being lost and unlawfully used.

The controller of your personal data.

SCAPTA APPFACTORY NV

Registered office:

Corda Campus - Corda 6

Kempische Steenweg 293 box 38,

3500 Hasselt

Telephone number: +32 11 600 600

Email: info@scapta.com

registered in the Belgian Crossroads Bank for Enterprises under number BE 0707.605.003.

2. Personal data that are collected

2.1. The data that you communicate to us

You can perform a number of acts on our website for which we request you to provide a number of personal data:

- form of address, surname and first name: so that we can address you correctly when we communicate with you;
- email address: to send newsletters containing information on our products, services or relevant offers that might interest you, based on your data such as previous orders.

Do you no longer wish to receive any newsletters? Such consent can be withdrawn free of charge and without giving any reasons, at any point in time. To do so, you can unsubscribe by way of the unsubscribe link at the bottom of every newsletter or by sending an email to privacy@scapta.com.

- Telephone number: for any communication by telephone
- Company name: for drawing up business invoices.

On various pages where personal data are requested, it is clearly pointed out to you which data you are obliged to communicate (indicated by the symbol *) or which are optional.

2.2. Automatically generated data

- Cookies: certain data are collected by referring to cookies on our website. See point 8 of our cookie policy.
- IP address: an IP address is a number that your Internet Service Provider has allocated to your computer to provide you access to the internet. In general, it is presumed that an IP address does not contain any personally related information because, usually, an IP address is dynamic (it changes every time you connect to the internet). We use your IP address to combat any fraud when you place an order, for example in the case of a third party making unauthorised use of your account;
- the type and version of your navigation system;
- the internet page you last visited.

2.3. The personal data that are communicated by commercial partners

Scapta's commercial partners guarantee it that they have obtained consent to transmit the respective personal data for direct marketing purposes.

Commercial partners:

- Roularta Business Information (Trendstop)
Chemin du Cyclotron 6
1348 Ottignies-Louvain-la-Neuve
VAT BE2244.735.002
- Bisnode Belgium
Researchdreef 65
1070 Anderlecht
VAT BE0458.662.817
- Graydon Belgium NV
Uitbreidingstraat 84-box 1
2600 Antwerp (Berchem)
VAT BE 0422.319.093

For more information on the personal data processing by said commercial partners, we would like to refer you to the statements that these parties provide on their respective websites on this.

2.4. Photograph and images

If we organise events, we will also make photographs and videos of them, which will later use in our internal and external communication through, for example, Facebook, our website, LinkedIn, Print Media, etc. Therefore, please take into account that photographs can be made of you at such events. You can inform reception if you would not want this.

3. Purposes of the processing

3.1. General purposes

Your personal data are collected:

- to be able to deliver to you the services offered on the website;
- to do market research to improve the technical and substantive quality of the website;
- to adjust the content of our website to every individual visitor;
- for commercial direct marketing purposes;
- to communicate regarding registration for events or demos;
- to manage the technical administrative work of the website;
- to show personalised advertisements;
- after having made the data anonymous (data are stored in a form that enables the data subject not to be identified longer than necessary), to compile statistics or to conduct surveys relating to the number of visits to the various website components.

3.2. Communication to third parties

Your personal data are kept strictly confidential and are in no case communicated to third parties for commercial purposes. However, we do use suppliers to provide our services, such as providing IT support and dispatching newsletters. Such suppliers are contractually obliged to process such data solely as instructed by Scapta. In addition, they are contractually obliged to adequately secure such data to prevent loss of and unauthorised access the said data.

4. The lawfulness of processing such data

- by way of verifiable consent: by communicating your personal data, you must expressly accept our privacy statement and you thereby agree to Scapta collecting your personal data and processing them in accordance with such privacy statement;
- is necessary to execute an agreement;
- is necessary to further legitimate interests, in particular, winning new customers.

5. Period for which the data are kept

All personal data are kept for the period that is necessary for Scapta to provide the service or established within the framework of statutory obligations.

6. Rights of the data subject

6.1. Right to access and rectification

You have the right at any moment whatsoever to peruse your personal data and to rectify the respective incorrect personal data.

6.2. Right to data erasure

You have the right at any moment whatsoever to erasure for the processing of your personal data referred to in point 2.3 of this privacy statement. However, Scapta need only comply with the

erasure if the processing is contradictory to other statutory obligations that have the result that the data must be kept.

6.3. Right to the restriction of the processing and opposition to the processing

You can [exercise] your right to restrict the processing or to oppose the processing of your personal data. You can oppose the processing of your personal data at all times and without giving any reason.

6.4. Right to oppose automated decision-making

You have the right not to be subjected to automated decision-making, including profiling, if this is accompanied by legal consequences for the data subject. Profiling is the processing of personal data by means of an automated process without human intervention, whereby personal aspects of a natural person are evaluated with reference to such personal data.

This does not apply if:

- the decision is necessary for the formation or execution of an agreement;
- the decision is granted by a statutory provision;
- the decision is founded on the data subject's explicit consent.

Scapta does not use automated decision-making.

7. Filing a complaint

You have the right to file a complaint with a supervisory authority regarding the way in which Scapta deals with collecting and processing your personal data. Complaints relating to our privacy statement can also be sent to privacy@scapta.com.

You can report complaints to the privacy commission at:

<https://www.privacycommission.be/nl/node/245>

8. Security and confidentiality

Scapta has developed technically and organisationally adapted security measures to prevent personal data collected from being destroyed, lost, forged, changed, accessed without permission or disclosed to third persons by mistake and to prevent any other unauthorised processing of such data.

Under no circumstances can Scapta be regarded liable for any direct or indirect damage arising from incorrect or unlawful use of the personal data by a third party.

Scapta finds it important to notify you that the Website can contain links, hyperlinks or references to other websites which Scapta does not manage and to which this Privacy Policy does not apply. As a matter of fact, Scapta does not manage such websites. Scapta is not liable for the content of such websites referred to, for the Offers, products or for services stated on them. Scapta therefore advises you to carefully read every privacy policy of every website that you visit since that can differ from this privacy statement.

9. Cookies

9.1. Information about our use of cookies

Our website uses cookies and other similar technologies to distinguish your user preferences from those of the other users of our website. This helps us to offer you a better user experience when you visit our website, and it also allows us to optimize our website.

Cookies and similar technologies, however, do not allow systematic collection of data which could identify the users of our website. They only help us to improve the operation of our website, to understand the interests of our users and to measure how effective the content of our website is.

As a result of recent legislative changes, all websites that target specific parts of the European Union are obligated to ask you for your consent for the use or storage of cookies and similar technologies on your computers or mobile devices. This cookie policy provides you with clear and complete information about the cookies that we use and their purpose. Please read our privacy statement to familiarise yourself with the privacy regulations that apply to the website.

For more information about this cookie policy, you can contact us at privacy@scapta.com.

9.2. What is a cookie?

A cookie is a small text or data file that we store in your browser or on the hard disc of your computer. This allows us to remember your preferences when you use our website. Unless you have modified your browser settings to decline the use of cookies, our system will place these cookies as soon as you visit our website.

9.3. Types of cookies at www.scapta.com

Cookies can be subdivided according to their origin, function and life span.

- First-party cookies are those cookies that we have stored on the scapta.com domain. They make our website function properly and raise the quality of our services.
- Third-party cookies are cookies that are stored by a domain name other than the one of the website visited by the user. If a user visits a website and a third party stores a cookie by way of such website, said cookie is a third-party cookie. For cookies stored by third parties, we would like to refer you to the statements that such parties provide on their respective websites about this. Please note: we cannot exercise any influence whatsoever on the content of such statements, nor on the content of the cookies of said third parties. These anonymous cookies serve to improve your user experience and make it more personal.

We can further subdivide the first-party and third-party cookies into the following, for example:

- Functional cookies are cookies that ensure that our website functions properly. They contain information regarding your options and preferences on our website (e.g. cookies to remember your login or registration, language preference and your products in your shopping cart). Functional cookies are, of course, first-party cookies.

- Non-functional cookies are cookies that can be stored for statistical, social, targeting and commercial purposes. They have nothing to do with the mere technical support of the website. Non-functional cookies can be first-party or third-party cookies.
 - Cookies for statistical purposes make it possible to see which pages of the website you visit, where your computer is located, etc. (Google analytics, Google tag manager, Kameleon and Hotjar).
 - Cookies for social purposes enable the user to share the content of the website visited via social media (Facebook, Twitter, LinkedIn, and YouTube).
 - Cookies for targeting purposes make it possible to create a profile based on your surfing behaviour, so that the advertisements shown are geared to your interests (Criteo, Target2Sell, Facebook and SalesCycle).
 - Cookies for commercial purposes keep track of how many and which advertisements were shown to a user (DoubleClick, Google Adwords, Bing ads).

Below you will find a list of the various third-party non-functional cookies that you can find on our website:

- Facebook pixel: This cookie looks at what messages and links you are looking at. In this way, we can show you relevant advertisements on Facebook.

Below you will find a list of the various third-party non-functional cookies that you can find on our website:

- Facebook: This cookie looks at what products and pages you view. In this way, we can show you relevant advertisements on Facebook.
- LinkedIn: This cookie looks at what products and pages you view. In this way, we can show you relevant advertisements on Facebook.
- Google Analytics: here, an analytical cookie is used to collect statistical data. By using Google Analytics, we measure how you use www.scapta.com and how you found our website. These statistics provide us with a better understanding of how often our website is visited, which parts of our website is visited most often and at what levels we can optimise our website. This information is collected anonymously.
- Google Tag Manager: here, an analytical cookie is used to collect statistical data. These data enable us to improve our website.
- Hotjar: This cookie looks at what products and pages you view. In this way, we can make our website more user-friendly.

Cookies can be divided according to their life span.

- Permanent cookies: These cookies remain on the user's device for the duration specified in the cookie. They are activated every time the user visits the website that stored such cookie (e.g. cookies stored by social media such as Facebook, Google Analytics, etc.). Most of the non-functional cookies are permanent cookies.
- Session cookies: These cookies enable us to simplify a user's actions and to link them to one another during a browser session. A browser session starts when a user opens a browser

screen and ends when the browser screen is closed. Session cookies are stored temporarily. All session cookies are removed as soon as you close the browser. Most of the functional cookies are session cookies.

9.4 Accepting cookies

When you visit our website for the first time, you are requested to accept our different types of cookies. You can block cookies by activating the browser setting that makes it possible to refuse cookie storage. However, if you use your browser settings to block those cookies, it may be that you do not have access to (certain parts of) our website. Read the cookie policy carefully for information on this. If you want to withdraw your consent at a particular point in time, you will need to remove your cookies by means of your browser settings. The steps that you need to undertake to do so are explained in point 8.5.

9.5 Removing or switching off cookies

You can change your cookie settings in your web browser if you do not want websites to store cookies on your computer or you wish to remove your cookies. Such settings are mostly to be found in the "Options" or "Preferences" web browser menu. You can also adjust your settings to refuse all cookies or only the third-party cookies. However, if you do not wish to make use of any cookies, we can unfortunately not guarantee that our website will work properly. For example, it may be that a few functions of the webshop are lost or even that certain pages can no longer be seen at all. Moreover, refusing cookies does not mean that you will no longer see any advertisements at all. The advertisements are then no longer adjusted to your interests and are repeated more often. The manner in which your settings are adjusted differs from one browser to the next. The following links may make it easier to understand our settings better. If not, you must consult the "Help" function in your web browser for more details.

- Chrome
- Firefox
- Internet Explorer
- Safari

You will see a list of all the organisations that stored cookies on your own computer and any login name by way of the following website: <http://www.youronlinechoices.com>. You can switch off cookies of specific parties here.

9.6. More information about cookies

You will find useful information on cookies here: www.aboutcookies.org