



PROCESSORS AGREEMENT LUCRASOFT DIGITAL B.V.

Consisting of:

Part 1. Data Pro Statement

Part 2. Standard Clauses for Processing

Version 1-2024

PART 1: DATA PRO STATEMENT

This Data Pro Statement, together with the Standard Clauses for Processing, constitutes the processors agreement for web hosting and email campaigns by Lucrasoft Digital B.V..

GENERAL INFORMATION

1. This Data Pro Statement is prepared by:

Lucrasoft Digital B.V.
Located at: De Zelling 8, 3342GS Hendrik Ido Ambacht
Trade names/brands: Dutch Grit & Picario

For inquiries regarding this Data Pro Statement or data protection, contact:

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2. This Data Pro Statement is effective from: 01-01-2024

The security measures described in this Data Pro Statement are regularly updated to remain prepared and current regarding data protection. We will keep you informed of new versions through our normal channels.

3. This Data Pro Statement applies to the following products and services of the data processor:

- a) Web hosting of live and test environments and development in development environment
- b) Emma mailing campaigns
- c) Picario XPO

4. A. Description Web hosting of live and test environments and development in development environment

Lucrasoft Digital develops and hosts online services for SMEs and small corporates. This includes mobile apps, web applications, and data integrations.

The hosting consists of hosting the web solution on our web servers and storing data on our SQL and RavenDB database servers. It can be used for hosting data.

During development, we host a copy of the product databases on our internal SQL and RavenDB test servers for testing purposes. During development, we host a copy of the database on local development machines for development purposes.

B. Description Emma mailing campaigns

Emma is a mailing application that allows clients to design and send mail campaigns to contacts who have subscribed to the mailing.

C. Description Picario XPO

Picario provides visualization software that integrates a photo and design to visualize them combined. Our XPO engine allows the customer to display lifelike visualizations of color and/or design on a photographed or modeled object.

5. Intended use

A. Web hosting and development are designed and configured to process the following types of data:

The hosted data depends on the realized solution. Typically, this involves account information. We do not receive and host payment data and/or credit card data, as visitors always exchange this directly with the specific payment provider. If the web application sends emails, we do this via data processor Postmark.

Special personal data has not been taken into account for this service. We will advise whether the web application qualifies for this, and the decision is at the discretion of the client.

Special personal data includes data concerning a person's race, ethnic origin, political opinions, religious or philosophical beliefs, membership of a trade union, genetic data, biometric data, data concerning health, data concerning a person's sex life or sexual orientation, and criminal record data. Stricter standards apply to the processing of special data under a different data processing agreement.

B. Emma mailing campaigns are designed and configured to process the following types of data:

We typically register: Name, email address, IP address, and geo-location: city/province/country.

Optionally, if the client chooses, additional filter fields can be added. These fields are then used by the client to target a mailing to a specific audience. This includes: area of interest, position, address details, labels.

When sending a mailing, we track statistics to measure the success of the mailing. These include:

- a) Opened by with date, time, and number of openings.
- b) Click on link yes/no and date/time.
- c) IP address of mail client and geo-location from it: city/province/country.
- d) Type of mail client.
- e) Type of device and OS version.

Special personal data has not been taken into account for this service. We will advise when XPO qualifies for this, and the decision is at the discretion of the client.

C. Picario XPO is designed and configured to process the following types of data:

For the purpose of creating the visualization, NAW data may be used to identify an object/location.

Special personal data has not been taken into account for this service. We will advise when XPO qualifies for this, and the decision is at the discretion of the client.

6. Lucrasoft Digital has applied privacy by design to the product/service in the following ways:

A. / B.

- a) The forms in our applications contain only fields that have been built in at the request of the client. We verify whether the fields are necessary for the intended purpose and strive to eliminate unnecessary fields.
- b) Our web solutions contain only hashed passwords and no passwords in readable or decodable format.
- c) We do not receive payment or credit card details. Visitors exchange these directly with the payment provider chosen by the client.
- d) User tracking is only implemented at the request of the client and is only activated if the visitor has explicitly given permission.
- e) Users are only subscribed to a newsletter if they have actively checked the opt-in box.
- f) All our web solutions are equipped with an SSL certificate by default.
- g) We do not use the collected data and user tracking and will only view the data at the request of the customer, for example, if necessary to resolve a support request or issue.
- h) At the request of the client, customer records can be deleted from the databases.

C. a) We do not collect information that can be used to identify individuals. Picario also does not store data containing personal information.

D. a) We do not collect information and only pass available data to the interface.

E. a) We do not collect information and forward translated messages to the other system. After successful transfer, messages are deleted after 7 days. In case of failed transfer, messages are deleted after 30 days.

7. The data processor uses the Data Pro Standard Clauses for processing, which are attached further in this document.

8. The data processor processes the personal data of its clients:

A. Web hosting and Web development data storage: within the EU/EEA.

Sending Emails with web hosting: outside the EU/EEA in the US.

Lucrasoft Digital has ensured appropriate protection for sending emails as follows:

a) For the US, the processor has indicated that they provide an appropriate level of protection;

The supplying processor (Postmark) has joined the EU-US Privacy Shield:

<https://postmarkapp.com/eu-privacy>

B. Emma mailing campaigns data storage: outside the EU/EEA in the US.

Lucrasoft Digital has ensured appropriate protection for Emma mailing campaigns as follows:

b) For the US, the processor has indicated that they provide an appropriate level of protection;

c) The supplying processor (Active Campaign) has joined the EU-US Privacy Shield:

<https://www.activecampaign.com/privacy-policy/>

C. Picario XPO processes personal data within the EU/EEA.

9. Lucrasoft Digital's web applications use the following sub-processors by default:

	Sub-processor	Within the EU/EEA	Privacy statement
A. / B.	Google Analytics	data storage in the US, EU-US Privacy Shield compliant	https://policies.google.com/privacy
A. / B.	Postmark	data storage in the US, EU-US Privacy Shield compliant	https://postmarkapp.com/eu-privacy
A. / B.	Active Campaign	data storage in the US, EU-US Privacy Shield compliant	https://www.activecampaign.com/privacy-policy/
A. / D.	Microsoft Azure	Within the EU	https://privacy.microsoft.com/nl-nl/privacystatement
C.	Leaseweb	Outside the EU	https://www.leaseweb.com/nl/wetten-inzake-de-bescherming-van-persoonsgegevens
A./ D.	Lucrasoft ICT Group	Within the EU	https://www.lucrasoftitbeheer.nl/nl/privacy-statement/

Upon request from the client, other sub-processors can also be connected. In that case, the client concludes a direct agreement with the processor. This agreement includes a data processing agreement directly between the client and the processor. Lucrasoft Digital solely realizes the technical integration in such cases. Examples of such processors include payment providers, social media integrations, Hotjar, Piwik, and other SAAS solutions.

10. Lucrasoft Digital supports the client in the following ways with requests from data subjects:

In case of an access, correction, or deletion request, it can be sent to support@dutchgrit.nl

Upon receipt of the request, we will process and confirm/deliver it within 5 working days.

11. Termination of the agreement:

After termination of the agreement with a client, Lucrasoft Digital deletes the application-specific databases, including personal data, at the end of the agreement.

Upon request from the client, Lucrasoft Digital returns the database with all personal data processed for the client via a one-time download.

The retention in backups ensures that the data is actually deleted after 3 months. Since this is an automated process, manual deletion or earlier deletion is not possible.

SECURITY POLICY

12. The data processor has taken the following security measures to secure its product or service:

- a) The data centers (Databarn Rivium & Databarn Amsterdam), where servers of Lucrasoft ICT Group are located, have a camera security system and visitor registration and are ISO:27001:2013 certified.
- b) Access to the (database) servers is only possible from Lucrasoft trusted network locations.
- c) Procedures have been established to ensure that only authorized personnel have access to the personal data. This is also ensured after termination of employment with a confidentiality agreement.
- d) Our web and database servers are secured by a firewall with the least privileged principle. Applications have their own database per application. Each application only has access to its database.
- e) All data within Lucrasoft services will be stored as securely as possible. Where encryption is possible at rest, it will be applied.
- f) All data will be sent with the highest possible encryption supported.
- g) Our web servers are patched monthly with the latest Windows updates.

All mobile data carriers (such as laptops, USB sticks, and portable HDs) of Lucrasoft Systems B.V. are encrypted.

DATA LEAK PROTOCOL

13. In case something goes wrong, Lucrasoft Digital follows the following data leak protocol to ensure that the client is informed of incidents:

The Data Protection Officer (or DPO) will be informed about the possible data breach. There is an internal procedure for this. He will assemble a team to analyze the cause, impact, and affected customers of the breach. Depending on the outcome, customers will be informed within 24 hours by an email to the technical contact person.

Lucrasoft Digital provides as much relevant information as possible about:

- a. Nature of the breach: including description of the incident, nature of personal data or categories of affected data subjects, estimate of the number of affected data subjects and possibly affected databases, indication of when the incident occurred;
- b. Measures already taken by Lucrasoft Digital to stop the breach;
- c. Measures to be taken by the controller or affected data subjects (what can affected data subjects do themselves, for example, "monitor email, change passwords");
- d. Measures to be taken by Lucrasoft Digital to prevent future breaches.

Notifications are made to clients within 24 hours if possible. Lucrasoft Digital B.V. does not own the data itself and cannot make notifications to DPAs or data subjects. The data processor will assist the client or the controller in the notification process if desired.

PART 2: STANDARD CLAUSES FOR PROCESSING

Version: January 2024

The Standard Clauses for Processing are included in Chapter 2 of the NLdigital Terms and Conditions 2020 and together with the Data Pro Statement constitute the processing agreement. The Data Pro Statement and the NLdigital Terms and Conditions 2020 are standard appendices to an Agreement.