

# PRIVACY STATEMENT

Worldstream B.V.





## 1. Privacy Statement

Worldstream B.V. uses your personal data to provide you with services or to respond to your request and make a proposal regarding a service of Worldstream B.V. It is essential for us to handle your personal data in a responsible manner. We do so by processing your personal data in a secure and diligent manner. Worldstream B.V. thereby observes current legislation in the field of the protection of personal data.

## 2. Worldstream B.V.

Worldstream B.V. is an internet service provider (ISP) which facilitates the provision of internet connections, data center services, and housing facilities.

## 3. The following personal data is processed by us:

Intended by personal data is all information about an identified or identifiable natural person ("the person concerned"). Considered identifiable is a natural person who can be identified directly or indirectly. Worldstream B.V. disposes of the personal data which you yourself have furnished when requesting an offer or service. The following personal data is processed by us:

- Name (First name, infix, and last name)
- Initials
- Gender
- Date of birth
- Address
- Phone number
- E-mail addresses
- Signature
- Traffic information (information we process to transmit communications about the network or for the invoicing of it. For example: internet traffic usage)
- Questions you ask us by e-mail, chat or telephonically
- Any possible complaints you may lodge with us
- Copy front credit card \*
- Copy passport/identity card \*

\* This personal data is exclusively asked at the moment you want to pay the purchased services with credit card. These documents are requested to fight credit card fraud. A copy of your ID may also be requested if you purchase a colocation service from Worldstream B.V. and you wish to apply for a personal access card for this.

## 4. We use your data for the following purposes:

### 4.1. For the implementation of an agreement between you and Worldstream B.V.

At the moment you sign an offer or order a service, an agreement is concluded between you and Worldstream B.V. We process your data to implement that agreement. Worldstream B.V.

cannot provide services to you without using your data to do so.

### 4.2. To order a service

The information you fill out on the quotation form or digitally through the website or portal (my.worldstream.nl) is registered. This is how we can start processing your request for a new service.

### 4.3. For customer relations

Your information is also used to manage the relations between you and Worldstream B.V. This could be for matters like support when using a service, for an update or notification regarding a complaint or malfunction, and for advice.

### 4.4. For administration, invoicing, and payment

Your information is used for administrative purposes. That means that your information is used for invoicing, accounting, and for what is obligatory to keep records pursuant to legislation and/or regulations. We maintain consumption statistics for the services we supply so you can be invoiced based on the consumption of the services to which this is applicable. To activate credit card payments, we ask for a copy of your credit card plus a copy of your ID whereby the only thing which counts is that the names on both documents correspond, that the credit card has not expired and that the last 4 digits of the credit card are visible. You may shield the rest of the information. We ask you for this information to prevent credit card fraud.

### 4.5. To provide or implement a service

We need your information to enable the provision of services. This may be the enabling of a data session and personal verification for the purpose of securing a service.

## 5. Legitimate interest of Worldstream B.V.

Besides the information we need for the implementation of the agreement you have with us, we process your data for market research, marketing, sales purposes and the sound execution of our provision of services.

Your address, e-mail address and (mobile) phone number which are on file with us can be used for commercial propositions. Commercial propositions can take place by e-mail, telephonically or by regular mail. We offer you the possibility with any type of communication to indicate you prefer not to receive these offers in the future.

We never sell your personal information to third parties for marketing or sales activities.

We may transfer a claim to a collection agency at the moment an invoice is outstanding and despite multiple reminders you have not proceeded to provide settlement. At the moment the claim is handed over, the collection agency receives a



minimum of information allowing it to collect the claim. The following information is shared with the collection agency: name, address, phone number, e-mail, and invoice information.

To improve the provision of services, phone conversations may be recorded. This will always be communicated in advance.

Traffic information may be aggregated by us to prepare analyses. These analyses are used to improve and optimize the provision of services. These may be, for instance, the improvement of an Internet route to a specific destination.

## 6. Consent

Worldstream B.V. can ask you for permission to process certain personal data. In case you have granted your permission for this, you can at all times withdraw it. The withdrawal of the permission can be realized in the following manners: through a link in the electronic messages, by way of a support request, or through the portal ([my.worldstream.nl](https://my.worldstream.nl)).

## 7. Legal obligations

Worldstream B.V. can be legally forced in certain cases to cooperate with a ruling to furnish personal data of clients to competent government institutions. The further processing of that data falls under the responsibility of those government institutions. Worldstream B.V. only cooperates with such a ruling if we have established that the ruling meets the legal requirements.

## 8. For how long we keep your personal data

Your data is kept in any case over the course of the effective time of the agreement between you and Worldstream B.V. The preceding does not mean that we will keep this information available for all the purposes mentioned in this privacy statement, which we only do to the extent this is necessary for a specific objective. Worldstream B.V. keeps your data for at least 2 years, and fiscal data for 7 years. In case of the legally mandatory storage of personal data, Worldstream B.V. keeps your data for the period which is legally obligatory, and we will remove them definitively from our systems after expiry of this period.

## 9. Security

Worldstream B.V. takes security very seriously, which is apparent, for instance, from the certifications we have. We make sure, therefore, that appropriate measures have been taken with regard to the protection of your personal data, to prevent abuse, loss, unauthorized modifications and undesired disclosure. Were you to have the idea that your data is not protected well or if there are indications of abuse, please contact our support department immediately.

Worldstream B.V. informs you directly when there is a situation which constitutes a risk for your data having, nevertheless, leaked and this may have adverse effects for you.

## 10. You have the following privacy rights

Pursuant to the General Data Protection Regulation (GDPR), you have the following rights. In case you file a request regarding the rights below, Worldstream B.V. will respond to it within 4 weeks. You can submit a request through the portal ([my.worldstream.nl](https://my.worldstream.nl)), by e-mail, or telephonically. In the request you must insert your name, address, and phone number and you must indicate what personal data your request is in regard to. Making a request is free of charges, unless you make unfounded or excessive demands. Before we can grant your request, we are legally obligated to identify you. If we refuse a request, we will clarify what the reasons are for doing so.

### 10.1. Right to information

It must be clear for the person concerned that his or her personal data is processed and that this is done in an adequate and transparent manner. An active information duty pertains vis-a-vis the person concerned. By way of this privacy statement, Worldstream B.V. provides you with this.

### 10.2. Right of perusal

You, as a concerned person, have the right to peruse your personal data. You can request from Worldstream B.V. what personal data is registered on you and for what purposes your data is used.

### 10.3. Right to rectification

You, as a person concerned, have the right to rectification if inaccurate personal data is being processed. Most alterations with regard to personal data you can apply yourself through the portal ([my.worldstream.nl](https://my.worldstream.nl)). In case you are unable to modify certain data yourself, you can send an e-mail to the support department, so this can be sorted out for you.

### 10.4. Right to be forgotten

You, as a person concerned, have the right to submit a request to have your personal data deleted. Worldstream B.V. can only comply with this request if we are not obliged to keep your data or if the data is still necessary to provide services to you in conformity with the concluded agreement.

### 10.5. Right to limit the processing

You, as a person concerned, have the right to limit the processing of your personal data if you are of the opinion that the processing of your personal data by Worldstream B.V. is illegitimate or if Worldstream B.V. no longer needs your data but you do not want the personal data to be removed yourself. In that case,



your data will remain stored but are in principle not used any longer.

#### **10.6. Right to transferability/data portability**

You, as a person concerned, have the right to being able to obtain your personal data in a structured, customary, and legible form so as to be able to offer this data to another processor or to directly have them transferred to another processor. You can submit a request with Worldstream B.V. for data portability. We will make available the personal data we have on you (electronically).

#### **10.7. Right not to be subjected to computerized individual decision-making/profiling**

You, as a concerned person, have the right not to be subjected to computerized individual decision-making. In three cases computerized decision-making is possible however, that is in case:

1. It is necessary for the conclusion or implementation of an agreement.
2. It is permitted pursuant to a provision at the legal level of the Union or a member state.
3. It is founded on the emphatic consent of the person concerned.

Worldstream B.V. does not engage in individual decision-making without human intervention.

### **11. Complaints**

In case you do not agree with the use of your personal data by Worldstream B.V., besides disposing of the above rights you can also file a complaint with Autoriteit Persoonsgegevens (Dutch law enforcement agency).

### **12. Receivers**

For the implementation of the provision of services as well as for the administration, Worldstream B.V. collaborates with partners. To the extent we are obliged to share your data with these partners, we take care of sound arrangements which guarantee that your personal data is well-secured and are exclusively used on order of Worldstream B.V. for the specific purposes which we have mentioned in this statement.

### **13. Cookies**

A cookie is composed of data which is sent to your browser through a server. This data is then stored as a file on your device. Worldstream B.V. makes use of various types of cookies. Worldstream B.V. uses functional cookies to store data for user's ease so you do not need to fill out the same information every time you request a certain page from our website.

Worldstream B.V. also makes use of analytical cookies to determine what components of the website are interesting for our visitors. In addition, we use these cookies for the optimization of the website.

We do so by making use of third-party software such as Google Analytics and Chatstack.

In conclusion, Worldstream B.V. makes use of tracking cookies. We use these cookies to keep track of the pages you visit so we can create a profile for your on-line behavior. This profile is not linked to your name, address, e-mail address and such, but is only intended to align advertising with your profile so it will be as relevant to you as possible.

You have the possibility of changing your cookie-settings later on.

### **14. Contact**

In case you have questions or comments in connection with our privacy statement, we will only be happy to hear them. You can contact us by mailing to [info@worldstream.com](mailto:info@worldstream.com).