

PRIVACY STATEMENT - FEBRUARY 2024

This privacy statement applies to all processing activities carried out by DineRate B.V. and its affiliated companies (including CareRate B.V. and DineRate Nederland B.V.) ("**Rate.nl**") in the context of its services.

Rate.nl values your privacy highly. Therefore, we believe it is important to explain how we handle your personal data. Rate.nl ensures that every processing of your data complies with applicable laws and regulations. In this privacy statement, we describe which data we process from you, for what purpose, how we do it, and how you can object to it.

What are personal data, which personal data does Rate.nl process, and for what purpose?

Personal data are data that can be traced directly or indirectly back to you as an individual, such as your name and address information.

The personal data we process are the data necessary for the execution of the assignment provided to us, through visits and registration via our websites, or when you contact us. These include your or your organization's contact information and its representatives, as well as the personal data we obtain from you in the context of the assignment given to us. This also includes data for maintaining contacts, invoicing our services, and managing our administration. Examples of such data are your name, address, place of residence, email address, phone number, your username, and password if you have created an account. After your registration, personal data are also processed, for instance, when you submit a question through the website. We only process the aforementioned personal data when necessary.

We also require the personal data to comply with legal obligations imposed on us. This includes legal regulations related to the organization of our business operations.

Who is responsible for the processing of your personal data?

DineRate B.V., located in Rotterdam, or its affiliated enterprises, is responsible for the processing of your personal data. The specific company (co/primarily) responsible for the processing of personal data depends on the service you are using.

What are the legal grounds for processing your personal data?

Rate.nl is only allowed to process your personal data if we have a legal basis for doing so. Legal bases for processing your personal data include:

- Your consent;
- The processing of your data is necessary for the performance of a contract;
- The processing of your data is necessary to comply with a legal obligation; and
- When such processing, in accordance with Article 6(1)(f) of the GDPR, is necessary for the legitimate interests pursued by Rate.nl or a third party, except when your interests or fundamental rights and freedoms that require the protection of personal data outweigh those interests of Rate.nl or that third party.

Who does Rate.nl share your personal data with?

Rate.nl does not explicitly provide your personal data to third parties unless it is necessary for the execution of a contract, required by law, when you have given us permission, or in cases where we use an external service provider in the execution of our services.

Providing to Rate.nl Customers

The customers of Rate.nl are the companies and institutions for which feedback/experiences/measurements/audits are given through the CareRate, Rate.nl, or EduRate application. Rate.nl provides your provided personal data and your feedback to its customers. Your email address is not displayed, but Rate.nl's customers can reply to your feedback, with your email address being hidden. The data is only provided to our customers if you have granted permission for this. You can also revoke this permission at any time. Rate.nl has implemented the necessary contractual and organizational measures with our customers to ensure that your data is only provided and processed by a limited number of individuals. In the case of healthcare institutions, specifically designated individuals have access to personal data (full name/username, email address, and any provided phone number). Doctors, nursing, and other staff only see the feedback, suggestions, and ideas without your email address being displayed.

Marketing and Sales Activities

When you leave your contact details on the website and/or request a brochure, we may use this information to contact you unless you object to this.

Engaging Third Parties

Rate.nl may engage third parties in the execution of its services. To the extent that these third parties have access to personal data while performing the relevant services, Rate.nl has taken the necessary contractual, technical, and organizational measures to ensure that your data is treated confidentially by these third parties and only for the purposes determined by us.

Compliance with Legal Obligations

Rate.nl may also be obligated to provide personal data based on laws or regulations, a ruling by a competent court, or in cases of fraud or abuse. If this is the case, Rate.nl will cooperate with such requests.

Transfer of Your Personal Data to Countries Outside the European Economic Area

Rate.nl does not provide personal data of patients providing feedback through our applications to a company or establishment in a country outside the European Economic Area. However, contact details of our customers may be processed outside the European Economic Area. To the extent that Rate.nl processes these personal data outside the European Economic Area, Rate.nl has implemented appropriate safeguards. If you wish to consult these safeguards, you can contact us at info@rate.nl.

How long does Rate.nl retain your personal data?

Rate.nl does not retain your data longer than legally allowed and necessary for the realization of the purposes for which your data is processed. The duration of data retention depends on the nature of the data and the purposes for which they are processed. Certain data are subject to legal retention periods; for example, we have a fiscal retention obligation of at least seven years, and we retain invoices addressed to you for this period. All personal data of patients/clients/participants/respondents providing feedback through our applications are deleted after 3 years. If you would like more information about our retention policy, you can contact us at info@rate.nl.

What are your rights?

You have the right to access the personal data we process about you, as well as the right to modify, transfer, forget, or delete that data. You can also object to the (further) processing of your personal data and request the restriction of the processing.

If you wish to exercise your rights, you can let us know by letter, addressed to Dinerate B.V., Stationsplein 45 (E1.165), 3013 AK Rotterdam. If you wish to object to the processing of your personal data, clearly specify in the letter the use of your data to which you object. You will receive a written response from us within 4 weeks of your objection. Some time may pass before your objection is processed in all files. During that period, you may still be contacted. We ask you to identify yourself with a valid identification document to ensure that we provide the data to the correct person.

Excessive requests for information may be rejected by us. Excessive requests occur when, for example, you contact us more than average and necessary with information requests. In such cases, Rate.nl may also decide to charge fees.

We also inform you that you have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens), the Dutch supervisory authority.

Reporting Security Vulnerabilities

If you believe you have found a vulnerability in any of our services, we would like to collaborate with you to resolve the situation as soon as possible. Therefore, we request you to share this information with us. To prevent abuse of the security vulnerability by others, we ask you to follow the following guidelines when making a report.

- Report security vulnerabilities (even anonymously) by sending an email to support@rate.nl;
- Provide sufficient information (e.g., a detailed description including IP addresses) to help us effectively address your report;
- Do not share the security vulnerability with others until the issue is resolved;
- Do not actively exploit the security vulnerability. If this occurs, it may lead to legal action; and
- After a security vulnerability is reported, we will contact you within two business days to discuss a reasonable resolution period and potential coordinated disclosure of the security vulnerability.

About This Privacy Statement

Rate.nl may modify this privacy statement. The last update was on February 25, 2021. The most recent version can be found on www.rate.nl and its subdomains.

Contact

If you have any questions or comments about our privacy statement, please feel free to contact us at info@rate.nl.