

PRIVACY POLICY

ProJoules B.V.

Email: info@projoules.com

Website: www.projoules.com

ProJoules B.V. respects the privacy of visitors to the Website and, in this context, the use of the App, in particular the rights of visitors with regard to the automated processing of personal data. To ensure complete transparency with our customers, we have therefore formulated and implemented a policy regarding this processing itself, its purpose, and the options available to data subjects to exercise their rights as effectively as possible.

For any further information on the protection of personal data, please visit the website of the Dutch Data Protection Authority: <https://www.autoriteitpersoonsgegevens.nl/en>

Until you accept the use of cookies and other tracking systems on the Website, we will not place any non-anonymised analytical cookies and/or tracking cookies on your computer, mobile phone or tablet.

With continuing to visit the Website and the ProJoules App, you accept the General Terms and Conditions. You can view these at www.projoules.com.

The current version of the Privacy Policy on the Website is the only version that applies whilst you are visiting the Website, until a new version replaces this one.

In the event of any changes to the Privacy Policy, which applies to both the Website and the ProJoules App, ProJoules B.V. will notify you by email. This Privacy Policy is available via www.projoules.com.

Article 1. Definitions

1. Website and ProJoules App (hereinafter collectively referred to as: "Website"): www.projoules.com
2. Data controller (hereinafter also referred to as the "Controller"): ProJoules B.V., with its registered office at Polderweg 2, Lepelstraat, 4664 PB. Chamber of Commerce number: 84721170 and VAT number: NL863331956B01.
3. "Customer": the person with whom ProJoules B.V. has taken out a contract and thereby entered into an agreement.

Article 2. Access to the Website

Access to and use of the Website is strictly personal. You shall not use this Website, nor the data and information provided on it, for commercial, political or promotional purposes, nor for any commercial offers, and in particular shall not use it for unsolicited electronic offers.

Article 3. The content of the Website

All trademarks, images, texts, comments, illustrations, (animated) images, video footage, sounds, as well as all technical applications that may be used to enable the Website to

function and, more generally, all elements used on the Website, are protected by law under intellectual property rights. Any reproduction, duplication, use or adaptation, in any manner whatsoever, of the whole or any part thereof, including the technical applications, without the prior written consent of the Controller, is strictly prohibited. If the Controller fails to take immediate action against any infringement, then this shall not be construed as tacit consent or a waiver of legal action.

Article 4. Management of the Website

To ensure the proper management of the Website, the Controller may at any time:

- suspend, interrupt or restrict access for a particular category of visitors to the whole or part of the Website
- remove any information that may disrupt the functioning of the Website or that contravenes national or international legislation or breaches internet etiquette
- temporarily make the Website unavailable in order to carry out updates

Article 5. Responsibilities

The Controller shall under no circumstances be liable for any failure, malfunction, difficulty or interruption in the operation of the Website, as a result of which the Website or any of its features is inaccessible. The manner in which you connect with the Website is your own responsibility. You must take all appropriate measures yourself to protect your equipment and your data against, amongst other things, virus attacks on the internet. You are also responsible for the websites and data you access on the internet.

The Controller shall not be liable for any legal proceedings brought against you:

- arising from the use of the Website or services accessible via the internet
- as a result of a breach of the terms of this Privacy Policy

The Controller is not liable for any damage incurred by you, third parties or your equipment as a result of your connection with or use of the Website. You shall refrain from taking any action against the Controller as a result of this.

If the Controller becomes involved in a dispute arising from your use of this Website, the Controller is entitled to recover from you all losses he has incurred and will incur as a result.

Article 6. Collection and use of data

Your data is collected by ProJoules B.V.. Personal data is defined as: any information relating to an identified or identifiable natural person; a natural person is considered identifiable if they can be identified, directly or indirectly, in particular with an identifier such as a name, an identification number, location data, an online identifier or with one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The personal data collected on the Website is primarily used by the Controller for the purposes of performing the agreement, maintaining relations with you, ensuring the

proper functioning of the Website, and sending newsletters, emails and/or text messages. The personal data collected when you complete a contact form or a form to subscribe to a newsletter, request a demo, or through the placement of cookies (for more information on cookies, see Article 11. Cookies) remains your property at all times and is primarily used to contact you and for analyzing purposes of the Website.

All company and personal data entered by the Customer into the ProJoules App remains the property of the Customer at all times. ProJoules B.V. will only share customer data and data relating to the Customer's clients with members of the ProJoules team where necessary for support purposes. Should this not be desired, this must be communicated in writing, whereby 'in writing' shall also be understood to include an email addressed to info@projoules.com.

All employees of ProJoules B.V. have signed a Non-Disclosure Agreement (NDA). Information shared by the Customer via the ProJoules App may be used for analytical purposes.

ProJoules B.V. may, within the scope of the agreed-upon services, pursuant to Article 6(1)(b) of the GDPR (legal basis of contract), access the data entered by the Customer and the data of the Customer's clients in the ProJoules App to the extent necessary to answer questions, analyze the use of the ProJoules App, and make suggestions for improvement.

In addition, ProJoules B.V. may, pursuant to Article 6(1)(b) of the GDPR (legal basis of contract), contact the Customer on its own initiative if the data entered or the use of the ProJoules App indicates that support, clarification or optimization may be desirable. This support is exclusively aimed at promoting the effective and proper use of the ProJoules App. ProJoules B.V. processes and accesses the data only to the extent necessary for the performance of the agreement, in compliance with applicable privacy laws and the provisions of the Privacy Policy.

Article 7. Your rights with regard to your data

Pursuant to Article 13(2)(b) of the GDPR, every individual has the right to access, rectify or erase their personal data, or to restrict the processing of their personal data, as well as the right to object to the processing of their personal data and the right to data portability. In addition, you have the right to be informed of the legal basis on which your personal data is processed and the purposes for which such processing takes place. You may lodge a complaint or exercise these rights by contacting us via info@projoules.com.

Any request sent via info@projoules.com must be accompanied by a copy of a valid identity document, signed by you and stating your contact address. You will receive a response to your request within one month of submission. Depending on the complexity of the requests and the number of requests received, this period may be extended with two months, if necessary.

You also have the right to lodge a complaint with the Dutch Data Protection Authority if you believe that the processing of your personal data contravenes the applicable privacy laws.

Article 8. Processing of personal data

In the event of a suspected breach of any law or regulation by a visitor, for which the authorities require personal data collected by the Controller, such data will be provided to them following an explicit and reasoned request from those authorities, after which such personal data will no longer be protected by the provisions of this Privacy Policy.

If certain information is required to access specific features of the Website, the Controller will indicate that this information is mandatory at the time the data is requested.

The processing of your personal data is carried out on the basis of your consent and our legitimate interest, which consists of responding to your enquiries and optimising our Website.

Article 9. Commercial offers

You may receive commercial offers from the Controller. If you do not wish to receive these (any longer), please send an email to the following address: info@projoules.com.

If, whilst visiting the Website, you come across any personal data, you must refrain from collecting it or making any other unauthorised use of it, as well as from any act that constitutes an infringement of the privacy of the person(s) concerned. The Controller shall under no circumstances be held liable in the aforementioned situations.

Article 10. Data retention period

The data collected by the Website Controller is used for the performance of the agreement and to support it, and is retained for the duration of the agreement. Upon termination of the agreement, the customer data and data relating to the Customer's clients will be deleted. If desired, the Customer has the option to delete all customer data and data relating to the Customer's clients stored in the ProJoules App.

Personal data collected when completing a contact form or a form to subscribe to a newsletter, requesting a demo, or through the placement of cookies (for further information on cookies, see Article 11. Cookies) will be retained for a maximum of twelve months, unless a business relationship is established which, by its nature, creates a longer retention period. Personal data processed via Google Analytics is retained in accordance with the retention periods set within Google Analytics.

Article 11. Cookies

A cookie is a small text file that is placed on the hard drive of your computer, mobile phone or tablet when you visit our Website. A cookie contains data that enables you to be recognized as a visitor each time you visit our Website. This allows us to tailor our Website specifically to you and to make logging in easier.

Our Website creates cookies for the purposes of Google Analytics. Google Analytics enables us to gain insight into how visitors use our Website. For further information on how Google processes personal data, please see Google's privacy policy.

We use the following types of cookies on our Website:

- Functional cookies: such as session and login cookies for tracking session and login information.
- Anonymized analytical cookies: to gain insight into visits to our Website based on information about visitor numbers, popular pages and topics. This enables us to more efficiently tailor our communication and the information we provide to the needs of visitors to our Website. We cannot see who visits our Website or from which device the visit is made.

When you visit our Website, cookies from the Controller and/or third parties may be stored on your device. The cookies collected are retained for a maximum of twelve months.

For further information on the use, management and deletion of cookies for each type of operating system, please visit the following website:

<https://autoriteitpersoonsgegevens.nl/en/themes/internet-and-smart-devices/cookies>

Article 12. Visual material and products offered

No rights may be derived from the images accompanying the products offered on the Website.

Article 13. Governing law and competent court

This Privacy Policy is governed by Dutch law. The Dutch court in the district where ProJoules B.V. is established shall have exclusive jurisdiction to hear any disputes, unless mandatory provisions of law stipulate otherwise.

Article 14. Contact

For enquiries, product information or information about the Website itself, please contact: ProJoules B.V., info@projoules.com.

This Privacy Policy was drawn up on January 5, 2022 and last amended on August 12, 2026.