

Last updated: May 2018

Your safety is one of the key goals of SOFTWIN and INTUITEXT (together, "SOFTWIN" or "us").

Hence, we make all efforts to process your personal data in compliance with the principles set under the relevant laws applicable in Romania, including the Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)("GDPR").

Personal data refers to any piece of information regarding an identified or identifiable natural person. An identifiable person is a person that can be directly or indirectly identified, especially by reference to an identification element, such as a name, an identification number, location data, an online ID, or one or several elements, specific to the person's physical, physiological, genetic, mental, economic, cultural or social identity.

This confidentiality policy concerns our the personal data of our customers, business partners, other persons that contact us and visit us at our offices or sites, as well as of the representatives thereof, potential employees, trainees, and they apply to the data collected through our websites, as well as to all other personal data collected by e-mail or other offline contacts.

The confidentiality policy comprises:

- the purposes for which we collect and use your data;
- the grounds based on which such processing is performed;
- the categories of personal data we collect;
- the term during which such data is processed;
- your rights as data subjects and the manner in which you may exert these rights;
- the third parties to whom we are entitled to disclose personal data

## **PURPOSES, PROCESSING GROUNDS AND PERSONAL DATA CATEGORIES**

As part of your interaction, as a natural person, with us, you may be subjected to our data processing activities.

Hence, we may use your personal data under the following circumstances:

### **1. If you are SOFTWIN's customer or potential customer:**

#### **1.1. The provision of our services or goods**

We use your relevant personal data to provide you with the services or goods you request from us, for activities such as:

- processing your orders or requests;
- checking your credit and expenses (unless there is a written arrangement in this respect);
- the provision of goods and/or services to you;
- invoicing;
- the settlement of requests, questions or complaints you submitted;
- the registration of your information, in order to assign or offer rewards, discounts and other benefits, as well as in order to satisfy requests or requirements you might have with regards to the customer reward programs and other similar programs.

In this case, we rely on the fulfilment of our contractual obligations as processing grounds.

#### **1.2. Communicating with you**

We use your contact data to communicate with you, with regards to your requests and to any other relevant business aspects. In this case as well we rely on the fulfilment of our contractual obligations as processing grounds.

### 1.3 Sending newsletters and marketing initiatives

We may use your personal data to provide you with our newsletters, in electronic format. However, we only do that if you subscribe to these newsletters. We may use your personal data to send SOFTWIN or carefully selected third-party goods or services offers, which we believe might be of interest for you (except for the case in which you submit your written refusal to be contacted for such purposes).

Moreover, we may also use your personal data to perform market and product surveys and to for SOFTWIN products and services marketing purposes.

In this case, we need your consent to process your data. You may withdraw your consent at all times, by expressing your option not to receive our newsletters or business offers in the future, by clicking “Unsubscribe” when you receive that e-mail, or by contacting us at [privacy@softwin.ro](mailto:privacy@softwin.ro).

The categories of data processed as part of our relation with you are: your name, your e-mail address, your telephone number, fax number, as well as other personal data that you may directly provide.

## **2. If you are the representative or contact person of one of SOFTWIN’s customers or potential customers:**

### 2.1. The provision of our services or goods

We use your relevant personal data to provide you with the services or goods you request from us, for activities such as:

- processing your orders or requests;
- checking your credit and expenses (unless there is a written arrangement in this respect);
- the provision of goods and/or services to you;
- invoicing;
- the settlement of requests, questions or complaints you submitted;
- the registration of your information, in order to assign or offer rewards, discounts and other benefits, as well as in order to satisfy requests or requirements you might have with regards to the customer reward programs and other similar programs.

In this case, we rely on the fulfilment of our contractual obligations as processing grounds.

### 2.2. The Communication with You

We use your contact data to communicate with you, with regards to your requests and to any other relevant business aspects. In this case as well we rely on the fulfilment of our contractual obligations as processing grounds.

### 2.3 Sending newsletters and marketing initiatives

We may use your personal data to provide you with our newsletters, in electronic format. However, we only do that if you subscribe to these newsletters. We may use your personal data to send SOFTWIN or carefully selected third-party goods or services offers, which we believe might be of interest for you (except for the case in which you submit your written refusal to be contacted for such purposes).

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In this case, we need your consent to process your data. You may withdraw your consent at all times, by expressing your option not to receive our newsletters or business offers in the future, by clicking “Unsubscribe” when you receive that e-mail, or by contacting us at [privacy@softwin.ro](mailto:privacy@softwin.ro).

In all cases, your data is directly provided either by yourself or by the customer.

In this context, the categories of data processed include the name, the position, the e-mail address, the phone number, the fax number, the address, the identification data, as well as other personal data generally provided by you, as required for fulfill the purposes above.

### **3. If you are the employee or collaborator of one of SOFTWIN's customers or potential customers:**

#### 3.1. The provision of our services or goods

We use your relevant personal data to provide you with the services or goods you request from us, for activities such as:

- processing your orders or requests;
- checking your credit and expenses (unless there is a written arrangement in this respect);
- the provision of goods and/or services to you;
- invoicing;
- the settlement of requests, questions or complaints you submitted;
- the registration of your information, in order to assign or offer rewards, discounts and other benefits, as well as in order to satisfy requests or requirements you might have with regards to the customer reward programs and other similar programs.

In this case, we rely on the fulfilment of our contractual obligations as processing grounds.

#### 3.2. The Communication with You

We use your contact data to communicate with you, with regards to your requests and to any other relevant business aspects. In this case as well we rely on the fulfilment of our contractual obligations as processing grounds.

#### 3.3 Sending newsletters and marketing initiatives

We may use your personal data to provide you with our newsletters, in electronic format. However, we only do that if you subscribe to these newsletters. We may use your personal data to send SOFTWIN or carefully selected third-party goods or services offers, which we believe might be of interest for you (except for the case in which you submit your written refusal to be contacted for such purposes).

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In this case, we need your consent to process your data. You may withdraw your consent at all times, by expressing your option not to receive our newsletters or business offers in the future, by clicking "Unsubscribe" when you receive that e-mail, or by contacting us at [privacy@softwin.ro](mailto:privacy@softwin.ro).

In all cases, your data is directly provided either by yourself or by the customer.

In this context, the categories of data processed include the name, the position, the e-mail address, the phone number, the fax number, the address, the identification data, as well as other personal data generally provided by you, as required for fulfill the purposes above.

### **4. If you are SOFTWIN's business partners or a representative, contact person, employee or another collaborator of SOFTWIN's business partner:**

#### 4.1. Maintaining our contractual relation

We use your relevant personal data to maintain our contractual relation with you.

In this case, we rely on the fulfilment of our contractual obligations as processing grounds.

#### 4.2. The Communication with You

We use your contact data to communicate with you, with regards to any other relevant business aspects. In this case as well we rely on the fulfilment of our contractual obligations as processing grounds.

In all cases, your data is directly provided either by yourself or by the customer.

In this context, the categories of data processed include the name, the position, the e-mail address, the phone number, the fax number, the address, the identification data, as well as other personal data generally provided by you, as required for fulfill the purposes above.

#### **5. If you are a job/internship applicant:**

We use the personal data in the CVs we receive to assess the applicants' qualification for a position within SOFTWIN, including with regards to our internship program. We process your data based on the conclusion and performance of the agreement.

The categories of data processed as part of our relation with you are: your name, your e-mail address, your telephone number, fax number, as well as other personal data included in the CVs, details on your education and training, professional qualifications, as well as other personal data that you may directly provide.

#### **6. If you are a visitor of our offices:**

We use your personal data to protect the security of our premises, goods and personnel. In this case, we process your data based on SOFTWIN's legitimate interest, i.e., the protection of these premises, assets and of our personnel.

The categories of data processed in this context are your name, as well as other personal data that you may directly provide.

#### **7. If you are a user of our website:**

We use the personal data we collect from you when you visit our websites to monitor traffic and improve website content. We rely this data processing activity on our legitimate interest to ensure the proper operation of our websites, as well as in order to improve them.

The categories of data we process in this context are the hour and date when one of these websites is accessed and the IP address from which it was accessed.

For all the categories of persons above, we may process the personal data in the context of any and all changes in the structure of the group of companies we belong to or of any and all transactions or legal obligations involving any of the SOFTWIN entities. In this case, the reasons for processing may be represented by the legal obligation (in case SOFTWIN is under the legal obligation to disclose certain personal data to the public authorities), the performance of the agreement concluded by SOFTWIN in the context of this transaction (if you are a party to such an agreement) or SOFTWIN's legitimate interest to complete a business transaction under the most efficient terms (in the other cases).

### **PROVISION OF PERSONAL DATA**

If the data is requested directly from you, SOFTWIN will request you to provide all the personal data that we regard as suitable for the aforementioned purposes, because, otherwise, we will not be able to carry out our activity (including, amongst other things, to provide you with our services or goods).

In case you provide SOFTWIN with the personal data of other natural persons, please inform them, before their personal data, on the way in which we intend to process the personal data, as described in this Confidentiality Policy.

### **PERSONAL DATA DISCLOSURE**

Even through, in general, we will not disclose your personal data to third parties, we may:

- disclose your contact data to our affiliates, suppliers or dealers;
  - to the parties providing our company with goods or services collateral to our own services, such as our dealers or suppliers;

- to the credit tracking agencies (except for the case in which there is such an arrangement) entitled to exchange the information about you with other organizations and that may keep debtor records;
  - in case someone else pays your invoice, such as, for instance, your employer, SOFTWIN shall be entitled to transfer information on SOFTWIN to that person;
  - to carefully selected third parties, regarding whom we believe they offer products or services that might be of interest to you.
- if it is in your interest and/or if required, we will disclose the relevant personal data to the law courts and arbitration boards or relevant institutions.

### **PROCESSING DURATION**

We intend to maintain your personal data throughout the duration of our contractual terms, as well as afterwards, according to our internal policies and to the legal obligations incumbent upon us, and we shall delete it, at the latest, at the end of the legal prescription term in the field of commercial obligations. In case your data is not collected in the context of an agreement, it shall be maintained for as long as required in order to attain the purpose for which it was collected, without, however, exceeding 3 years as of the date starting which it is no longer used for the purpose for which it was collected.

### **YOUR RIGHTS**

As data subjects, GDPR grants you a number of rights, including:

- the right of access - which allows you to obtain the confirmation of the fact that your personal data is actually processed by us, as well as the relevant details of this processing activity;
- the right to rectification - which allows you to correct your personal data in case it is incorrect;
- the right to erasure - which allows you to have your data erased under certain circumstances (e.g., if your data no longer is required for the purposes for which it was collected);
- the right to restriction of processing - which allows you to restrict the processing of your personal data under certain circumstances (for instance, when you challenge the accuracy of your personal data, for a period allowing us to confirm such accuracy);
- the right to object - which allows you to object to the further processing of your data according and subject to the legal terms and limits;
- the right to data portability - which allows you to receive the personal data you supplied to us, in a structured, commonly used, machine-readable format, or to send this data to another data controller.

At the same time, you are also entitled to address the National Supervisory Authority for Personal Data Processing headquartered in Bucharest.

We will gladly support you in enforcing these rights.

You may exert the rights above and find out more about these rights by submitting a written request with our company, as data operator, to our address in Romania, Bucharest, Sector 2, Bd. Dimitrie Pompeiu nr.10, Cladirea CONECT 1, Etaj 1 or by e-mail at [privacy@softwin.ro](mailto:privacy@softwin.ro).

We undertake to always treat your requests with utmost care and reply all the questions you might have as shortly as possible.

### **VERSIONS OF THIS CONFIDENTIALITY POLICY**

This confidentiality policy has been in force as of May 1st 2018.

This confidentiality policy may be updated at all times. Any and all updates shall produce effects within 15 days as of the publication of the new version on one of SOFTWIN's websites.