

PRIVACY STATEMENT

Masters In Lean

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Masters In Lean (hereinafter referred to as MiL) is responsible for the processing of personal data as described in this Privacy Statement. This Privacy Statement was last updated in May 2018. MiL may amend this Privacy Statement from time to time. If we do so, we will inform you of any significant changes in a timely manner.

Masters In Lean respects the privacy of its clients, business relations and website visitors. We are committed to complying with applicable privacy legislation, including the General Data Protection Regulation (GDPR), and to being transparent about how we process personal data. For this reason, we have established and implemented a data protection policy. This Privacy Statement for our clients, business relations and website visitors forms part of that policy.

Our website may contain links to third-party websites. This Privacy Statement does not apply to those websites.

Overview of the personal data we may process

Below is an overview of the personal data we may process. The data we process depends on the services you use and the web forms you complete.

Contact details, including:

- Initial(s)
- Middle name or name prefix (if applicable)
- First and last name
- Gender
- Date of birth
- Place of birth
- Address
- Education level
- Job title
- Telephone number / mobile phone number
- Email address

Payment details, for example when registering for a paid activity or purchasing a training course or other service, including:

- IBAN (bank account number)
- SEPA Direct Debit authorization

Customer information, including:

- Customer number
- Internet browser, device type and operating system
- Personal data requested when completing one of our web forms
- Information you voluntarily provide in open text fields (for example, when submitting a training review)

Data we may collect when you visit our website

- Information about your activities on our website, collected using technical data such as your IP address, MAC address, and identifiers stored in cookies.

Masters In Lean processes your personal data for the following purposes:

- To register you for a (paid) activity or training
- To enable the reservation of materials and facilities
- To allow you to make optimal use of our online services
- To communicate with you and keep you informed about our services, products, and any changes to

them

- To deliver goods and services to you
- To keep you informed through our newsletter, if you have subscribed to it

Sharing personal data with third parties

Masters In Lean does not sell your data to third parties and only provides personal data when this is necessary for the performance of our agreement with you, based on our legitimate interest, or to comply with a legal obligation. With companies that process your data on our behalf, we enter into a data processing agreement to ensure the same level of security and confidentiality of your data. These parties may include, for example, software and application providers used by Masters In Lean, postal processing organizations, logistics and facility service providers, and associates and (project) partners.

As a participant in a Masters In Lean training course, you can make use of various services that fall under the responsibility of Masters In Lean. Through the website <http://trainingen.mastersinlean.com/>, you can access your training online and communicate with our trainers. To use these services, you must create an account on this website for the relevant services. Specific services are also offered by Masters In Lean through the website www.mastersinlean.com.

We exchange a limited set of personal data in advance. When you create an account for our training service(s), you consent to providing your data to internationally recognized and official Lean certification bodies. The International Independent Board for Lean Certification (IIBLC©) links this data to a new exam (candidate) account. IIBLC© processes this data in accordance with its own privacy statement:

<https://www.iiblc.org/news>

Use of cookies on this website

What are cookies? Cookies are small, simple files that are placed on a computer's hard drive by web browsers and store information about visits to websites. The information stored in cookies can be sent back during a subsequent visit.

Analytics cookies

To measure the use of our websites, we use the services Google Analytics and Adobe Analytics. These services collect information such as how visitors use our websites, which pages they visit, where they come from, what they click on, and which browser they use. This information enables us to improve the user experience and quality of our websites and to create visitor statistics.

As providers of these services, Google and Adobe may use the information obtained through cookies for their own products and services. They may share this information with third parties if they are legally required to do so, or if third parties process the information on behalf of or at the request of Google or Adobe. We have no control over this. Please also refer to the privacy policies of Google Analytics and Adobe Analytics.

Twitter cookie

A Twitter widget may be placed on this website. When a page containing a Twitter widget is visited, Twitter may track that the visit has taken place. Twitter also tracks further interactions of the visitor with the widget. Twitter may link this information to other visits to pages containing a Twitter widget. We have no control over this. Please also refer to Twitter's privacy policy.

Blocking or deleting cookies

It is possible to block the placement of cookies and/or delete cookies that have already been placed. The method for doing this differs per browser. Accessing, modifying, or deleting your data. You have the right to access or correct your personal data. You can do this yourself through the personal settings of your account. You can also exercise your rights as a data subject by submitting a request via privacy@mastersinlean.com. You have the right to access, rectify, and supplement your personal data. Provided that your request meets the criteria set out in the GDPR, you also have the right to data portability, erasure, restriction of processing, objection, and the right to human review of decisions. If you have given explicit consent for the processing of your data (for example, when subscribing to our newsletter), you may withdraw this consent at any time.

If you wish to exercise your rights as a data subject or if you have any other questions or comments regarding our data processing, please send a detailed request to privacy@mastersinlean.com. Masters In Lean will respond to your request as soon as possible, and in any case within 1 month.

Masters In Lean would also like to inform you that you have the right to file a complaint with the national

supervisory authority, the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). You can do so via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>

How we protect personal data

Masters In Lean takes the protection of your personal data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification of your data. We implement appropriate security measures to limit the risk of misuse of and unauthorized access to your personal data.

For example, Masters In Lean ensures that only authorized persons have access to the data, that access to the data is protected, that data processing agreements are established with processing parties, and that our security measures are regularly reviewed.

If you believe that your data is not adequately secured or if there are indications of misuse, please contact us at privacy@mastersinlean.com.

Retention period

We do not retain your data for longer than necessary. This means that we keep your data for as long as required to provide the service you have requested. An exception applies to data that we are legally required to retain for a longer period.

Our privacy statement may be updated from time to time. Any changes will be published on our website.

For more information about the protection of personal data, please visit the Dutch Data Protection Authority (Autoriteit Persoonsgegevens):

<https://autoriteitpersoonsgegevens.nl/nl/onderwerpen/avg-nieuwe-europese-privacywetgevin>

