

Privacy Notice

Qserve Group B.V., including its global affiliates, operates the website [QserveGroup.com](https://www.QserveGroup.com).

Protecting the privacy of your Personal Data is a crucial part of gaining and keeping trust in Qserve Group B.V. We, as a global company, strive to deploy rigorous policies and procedures to provide a high level of protection of Personal Data across all our businesses and services.

This Privacy Notice informs you how we collect, process, retain, and protect your Personal Data and what your data privacy rights are as a Data Subject.

This Privacy Notice does not apply to third-party applications, products, services, websites, or social media features that may be accessed through links that we provide on our website. Accessing those links may result in the collection of information about you by a third party. We do not control or endorse those third-party websites or their privacy practices.

Please read this Privacy Notice carefully. When visiting our website and using our services, you agree to be bound by the terms and conditions of this Privacy Notice.

In case of any questions, please contact our Data Protection Officer (DPO). See CONTACT DETAILS.

Contact Details

Qserve Group B.V.

Arnhems Business Park
Utrechtseweg 310 Bldg B42
6812 AR Arnhem
The Netherlands
+31 20 788 2630
<https://www.qservgroup.com>
info@qservgroup.com

Data Protection Officer (DPO)

E-mail address: dpo@qservgroup.com

What is considered as your Personal Data

Personal Data is any information that relates to an identifiable living individual. Any piece of data, whether by itself or used in conjunction with other pieces of data that can be used to identify you is considered your Personal Data.

Our role in processing your Personal Data

We are assuming the role of Data Controller under the GDPR and are accountable and responsible for the lawful processing and protection of the Personal Data we obtain from you.

Why do we collect your Personal Data, and how do we use it

To be able to provide you with our services, we may ask you to provide Personal Data that can be used to identify you, communicate with you, respond to your requests, customize your service experience, improve our products and services, and personalize marketing activities.

We may communicate with you through email or by telephone.

How do we collect your personal data

We collect your Personal Data:

- Using online web forms on this website.
- Via our email addresses:
 - info@qservgroup.com
 - marketing@qservgroup.com
 - registration@qservgroup.com
 - dpo@qservgroup.com
- Whenever you choose to opt into our marketing activities on this website; including but not limited to subscribing to newsletters, online and live event registrations such as webinars and training events, and other promotional information and materials.

What personal data do we collect from you

We might collect the following Personal Data from you, depending on the services you use or services you request from us:

For standard services:

- First name
- Last name
- Company (optional)
- Country
- Email address
- Phone number (optional)
- Organization
- Job title

Additionally for paid services:

- Billing address (optional)
- Invoice e-mail address
- Invoice address
- Type of business
- Payment type

Any Personal Data you share through the mentioned email addresses is voluntary.

You are not under any obligation to provide us with any of your Personal Data.

However, please note that without certain Personal Data, we may not be able to provide you with our full range of services.

Personal Data of children

Our services do not target anyone under the age of 16. We do not knowingly collect Personal Data from anyone under the age of 16.

Please note that if you are under the age of 16, you should not buy or use our services. We will not be liable for any losses or damages incurred by the unauthorized disclosure or processing of Personal Data under the age of 16.

Purpose and our lawful bases to process your Personal Data

Our lawful bases to process your Personal Data include:

- We need your Personal Data to perform a contract with you (e.g., in the case of paid service).
- You provided permission to us to use your Personal Data (e.g., you provided consent to use your Personal Data for marketing purposes, to attend a free training or webinar, or opted in for our newsletter).
- We have a legitimate interest in your Personal Data by the nature of our company as a commercial service provider.

How do we protect your Personal Data

We have implemented industry-standard administrative, technical, and physical security measures to mitigate reasonably foreseeable risks related to the privacy and protection of your Personal Data.

With whom do we share your Personal Data

Your Personal Data will be treated as strictly confidential. We do not share, sell, or disclose your Personal Data to any third party without your explicit consent.

We may share your Personal Data among our global affiliated entities within our company group.

Cross border data control: sharing your Personal Data outside the EU/ EEA

As noted in the "With whom do we share your Personal Data" section of this Privacy Notice, we may share your information with our global affiliate entities.

When such entities are located in other countries and jurisdictions, we might be transferring your Personal Data outside of the European Union (EU)/ European Economic Area (EEA).

In making such data transfers, we implement "appropriate safeguards" to protect your Personal Data by applying the level of security required by the applicable privacy laws. These may include measures such as Standard Contractual Clauses (SCC) for Personal Data transfer between EU/ EEA and non-EU/ EEA entities.

How long do we keep your Personal Data

We retain your Personal Data as long as necessary to provide you with our services. You can withdraw your consent or opt out of our services anytime.

Your rights as Data Subject

When you are located in the European Union (EU)/ Economic Area (EEA) and we process your Personal Data, you can exercise your Data Subject rights as defined by the GDPR anytime. These rights include but are not limited to:

- Right to be informed. You have the right to request what Personal Data we process, what kind of data processing we do, who processes your data, and what our lawful bases are.
- Right of access. You have the right to request a copy of your Personal Data records.
- Right to rectify. You have the right to request to correct your Personal Data records.
- Right to erase (“Right to be forgotten”). You have the right to request to delete your Personal Data records.
- The right to restrict. You have the right to request to restrict our processing of your Personal Data.
- The right to object. You have the right to object to our processing of your Personal Data.
- The right to data portability. You have the right to be provided with a copy of your Personal Data in a structured, machine-readable, and commonly used format.

You have the right to withdraw your given consent at any time when we rely on your consent to process your Personal Data.

All above requests shall be sent to our Data Protection Officer (DPO). *See Contact Details.*

Please note that we may ask you to verify your identity before responding to the above requests. We will process your request within 1 month. Under certain circumstances (e.g., in the case of complex, extensive, or numerous requests) this can be extended to 2 months.

You also may opt out of receiving communication by following the unsubscribe link or the instructions provided in any of our emails.

Website log files and analytics

As with most websites, we collect and use the data contained in log files. The information in the log files includes your IP (Internet Protocol) address, your ISP (Internet Service Provider), the Internet browser you used to visit our site (such as Microsoft Edge, Chrome, or Firefox), the time you spent on our site, which pages you visited, and other information.

We do not review information on individual users. We look at this information in aggregate to determine how to better structure our website by analyzing which pages are most interesting to our visitors.

Website cookies

We may use cookies and similar tracking technologies to track our services' activity and hold certain information to improve and analyze our service.

Cookies are sent to your browser from our website and stored on your device. Other tracking technologies may also be used such as beacons, tags, and scripts to collect and track information.

You can refuse cookies using your browser when visiting our website. However, if you do not accept all cookies, you may not be able to use our full services, and our website might not be fully functional.

Changes to this Privacy Notice

We may update this Privacy Notice regularly. You are advised to review this Privacy Notice periodically for any changes. Changes to this Privacy Notice are effective once they are published on this website.

Qserve Group B.V.

Revision 1.1; 19-01-2024