

Privacy Policy of KPN International, an affiliate of KPN B.V.

(referred to throughout as 'KPN International', 'we' or 'us').

KPN International offers a wide range of ICT and data services. Through the nature of these services we collect personally identifiable information about you. KPN International is committed to ensure its services are reliable, flexible and secure. To this end we are continually looking for ways to improve and adjust them to your personal needs. KPN International handles your information carefully and makes sure that all processing of said information complies to the according legislation.

This Privacy Policy sets out our practices regarding personally identifiable information we collect from you, or that you provide to us, via our website(s), portal(s), order-forms or contracts and on-line or data communications services, as described herein.

Introduction

This Privacy Policy explains:

- What information we collect
- How we may use and share that information
- How you can update or access any personal information we hold about you

Please read this Privacy Policy in conjunction with the applicable general conditions of delivery, supplementary conditions and the service specific terms and conditions (however styled) applicable to the services provided to you.

What information do we collect?

We may collect and process the following personally identifiable information about you:

- Information which you may submit to us including your name, address, telephone number and email address. This includes information provided at the time of registering to use our website and/or any of our services, subscribing to our services (including services not provided solely via our websites), posting material or requesting further services. Such information includes verification details that you provide to us in order to access and use specific features of our services. This will include any verification details which you provide in order to access or download any form of content.
- Debit/credit information, banking details and any other relevant payment information necessary for us to process your order or to manage your service.
- Where you are an existing customer, additional information which your company has provided – such as your company's name and address or your email short name/address.
- If you contact us by phone, email or otherwise, a record of that communication.
- Any surveys you complete that are used for research purposes.
- Details of transactions you carry out through the websites (or affiliated portals) and the fulfillment of your orders for our services.
- Details of your visits to our websites including, but not limited to, traffic data, location data, weblogs and other communication data.
- Information about the type, quantity, configuration, destination, location and amount of use of telecommunications services you currently purchase, how you use those services, and related billing information and end user information for those services. This information is collected in the normal course of providing telecommunications services to our customers.

The submission of your personally identifiable information constitutes your acknowledgment that you have read and understood this Privacy Policy and agree to its terms. You also acknowledge and consent to our collection, storage, and processing of such personally identifiable information.

How we use your personally identifiable information

We take the privacy of our customers and suppliers seriously and respect your right to privacy. Because of our commitment to protecting your privacy, personally identifiable information will be collected, processed, stored, and disposed of in accordance with this Privacy Policy and legislation.

We process your personally identifiable information for a number of purposes in order to:

- provide you with access to our websites
- process your order(s)
- supply you with our products and services (including processing any payment information for such products and services)
- process such information for billing and administration purposes
- analyze how you use our websites, products and services on a personalized or aggregated basis to gather broad demographic information, interests, and behavior so that we may better understand you and can tailor our products and services in accordance with your preferences
- process your IP address to help diagnose problems with our servers and administer our websites
- inform you of any new promotions, products and services offered, improve the level of service and provide notifications regarding service changes or outages or in order to carry out market research

- process any competitions or surveys that you have participated in
 - investigate any complaints or other enquiries you may submit for our attention
 - disclose your information to selected third parties (see the section entitled 'Information sharing' below for further information)
 - obtain references from credit or debt agencies or for the purposes of fraud or money laundering or crime detection and prevention
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Information sharing

We do not sell or disseminate personally identifiable information to third parties, without your consent.

Unless we have your permission or are required by law, we only share your personally identifiable information with our KPN B.V. affiliated companies and to our selected business partners who act on our behalf in order to provide the services. We make every reasonable effort to ensure that your personally identifiable information is processed in accordance with the terms of this Privacy Policy and legislation.

We may share non-personal, non-individual information in aggregate form with other carefully selected third parties. Your personally identifiable information may also be accessible by third-party service providers to whom we subcontract, including those who assist us in the provision of our services or who host and maintain our websites or our other services, or who provide billing and other out-sourced services to us. All such service providers must commit to complying without instructions and to keep all personally identifiable information secure. Notwithstanding other provisions of this Privacy Policy, we may disclose personally identifiable information and account information in special cases when it is necessary to identify, contact, or bring legal action against someone who may be violating any user agreement or may be causing injury to or interference with us, you, or anyone else that could be harmed by such activities. We may also disclose personally identifiable information as necessary to collect for the charges related to the services we provide.

We reserve the right to disclose your personally identifiable information as explicitly set forth in this Privacy Policy or any user agreement agreed to by you, or as otherwise required by government or law enforcement officials. We can, and you hereby authorize us to, disclose any information to law enforcement or other parties that we in our sole discretion, believe is required or appropriate to comply with the law.

We may disclose, assign, sell, license, or otherwise transfer to a third party, your name, address, e-mail address, member name and any other personally identifiable information in connection with an assignment, sale, joint venture, or other transfer or disposition of a portion or all of our assets or stock.

Direct Marketing

We would like to keep you up to date with details of our products and services using the information that you have supplied. We will do this in accordance with applicable privacy laws and in accordance with any direct marketing permissions which were given when we collected information from you. If you would like to change these preferences, please contact your Account Manager.

How to Review and Update your Information

You may request a copy of the personally identifiable information we hold about you, such as, but not limited to, contact information, banking details and marketing preferences and you may review, correct, update, change or delete this information at any time by submitting a request to your account manager at KPN International. Please note that in certain circumstances we may withhold access to your information where we have the right to do so under current data protection legislation. Deleting your information, or invoking the right to be forgotten, can only take place after your contractual agreements with KPN International have ended and will be executed in conjunction with our obliged term of storing data for legal and/or tax reasons, with a maximum of 7 years.

Changes to this Privacy Policy

As we grow and new features are added to our website(s) or to our products and services, or legal requirements change and this Privacy Policy may be modified. Any changes to the Privacy Policy will be posted on all our applicable websites. All information submitted through our websites is subject to the terms and conditions of this Privacy Policy, as amended.

How to contact us

If you have any questions or complaints about this Privacy Policy, the information we collect, or how we use that information please contact us at: international@kpn.com

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