

## **Privacy Statement BAS Group B.V.**

### **Introduction to privacy**

BAS Group is a leading partner and innovator in the world of professional equipment. We offer high-quality products and services to customers in various sectors, including construction, agriculture, and transportation. With our expertise in trucks, commercial vehicles, machinery, and parts, we have proven ourselves as a reliable partner ready to meet the needs of our customers.

Whilst trying to support our thousands of customers as efficiently as possible we need to collect and process data. We do this whilst having your privacy as our highest priority. We give you control over your data, whilst still giving you all the information about our products and services that you are interested in. We believe in the power of internet and ecommerce, and strive to keep the internet as valuable as possible to all users. Therefore, we adhere to the following principles to ensure your privacy:

- **Control:** we give you meaningful choices regarding the data we store, and will support you to alter your preferences at any point in time;
- **On demand:** we will provide the data we store for you within one (1) month;
- **Security:** we will protect your data;
- **Meaningful information:** we use your data to minimise the amount of irrelevant information you receive.

The General Data Protection Regulation (GDPR) aims to ensure that companies act more transparently, more securely, more specifically and more restrictively with personal data. That is why this privacy policy is a great opportunity to tell you how we handle data and deal with your rights regarding the processing of personal data.

### **Responsibility**

Throughout this statement, "BAS Group" refers to BAS Group B.V., including its affiliated companies and subsidiaries (also referred to as "BAS", "we", "us", or "our"). The BAS entity responsible for your personal information (and the controller for the purposes of data protection laws) will be the member of BAS Group that originally collects information from or about you.

### **Applicability**

This privacy statement applies to all services offered by BAS, to all users of our websites, visitors to our companies, and to anyone who is in contact with BAS.

This statement explains our information processing practices. It applies to any personal

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information you provide to us and any personal information we collect from other sources. In this statement, it is explained which personal information is gathered and why we gather it.

This privacy policy does not apply to other websites that are connected to our websites by means of links. We can't guarantee that these websites handle your personal data in a reliable or secure way. Our advice is always to read the privacy policy of the relevant website to determine how they handle your personal data.

## **Which personal data do we process and for which purpose do we use it?**

Personal information are all types of information that can be used to identify you, directly or in combination with other information. For example; your name, address, customer number, order number or contact details such as email address or phone number.

Below we will outline some examples of functionalities or services BAS offers and the personal information we ask of you to fulfil the service requested by you effectively. For some of these services, some personal information is required, but not in all cases.

### **Creating an account on one of our websites**

If you want to create an account on one of our websites, we need several types of basic personal information from you. Required personal information are your personal name, company name, email address and a password chosen by you. You can subsequently use your email address and password to login.

In your account, you can review the personal information we have saved and modify these if required.

### **Using one of our websites**

If you visit one of our websites, some technical information is created and processed to make sure the website is displayed correctly on your device. This is inevitable if you visit a website. This can include your IP address, information about your internet browser, language settings, or information about the device you use to visit the website with.

BAS aims to give you the best experience by providing you with personalized services. At any moment in time, we have a stock with thousands of products. This can make it inconvenient for you to find products that suit your needs. Only by having personalized services, we are able to offer you products that are actually relevant for you. Hence, it is our legitimate interest to personalize our offerings. You can think of features such as personalized content in mailing and personalized results on our websites.

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The personal information used for personalization are: your previous sales and/or purchases; your favoured products; your saved searches; your contact moments about specific products and your search and click behaviour on our website. We can derive your interests by looking at all this information and compare it to other users. We gather this information by using cookie techniques, your IP address and the unique identifier of the device you use. Cookies are only used if you give explicit permission. More information about cookies can be found at <https://www.basgroup.com/cookies>.

Besides personalization BAS uses other tools to give you the best experience. We also use techniques based on the preferences of other visitors. Based on statistics of all other website visitors of a product or product category, we can derive related products that might be of interest to you. This is not a personalized recommendation, every website visitor who will see this product, sees the same recommendations.

## **Contacting us**

You can contact us in several ways. One of them is by completing a contact form on one of BAS' websites. In such forms, we ask you to fill in your personal name, company name, email address and phone number so that we are able to handle your request effectively. Next to that, in some forms we also ask which specific question you have, which helps us in effectively redirecting your question internally.

If you contact us by phone or via online chat, the personal information you provide verbally or within the chat to us is processed so that we can handle your request thoroughly. This personal information will only be used to fulfil the service requested by you.

If you have filled in your phone number in a contact form or in your website account, we store it so that we are able to recognize you when you call us a next time. Our employees can easily find your previous contact moments or other history so that they can help you quickly.

Processing your personal information if you contact us is in our legitimate interest, so that we can give you the best experience with BAS and help you as quickly as possible. Next to that, it is also in our legitimate interest to process your personal information to build and maintain a relationship with you for commercial purposes.

## **Marketing mailing**

If you fill in a contact form or register for an account via one of our websites, we ask you to indicate whether or not you want to receive relevant mailings. We will only send you relevant mailings if you give us explicit consent to do so.

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BAS' mailings can have several subjects, such as personalized recommendations, promotions and product updates. If you gave explicit consent for these types of marketing mailing, you will receive mailings with a part of the information mentioned above. This depends on the purpose of your subscription.

The personalized recommendation mailing aims to make you an offer via mail with products that are actually relevant for you instead of a random selection. We derive your interest from your previous purchases and search and click behaviour on our websites. For more information, see the section on "Using one of our websites".

Promotional mailings contain interesting sales or special products we would like to highlight.

Product update mailings contain updates regarding products that have been marked as "favourite". You will receive an update if these products are lowered in price or when they are sold. These mailings can also contain updates regarding matching offers to the saved search filters of the saved searches in your account. Some suggestions for other products can be offered as well in the product update mailings.

You can revoke your permission for marketing mailings at any time by clicking the unsubscribe link in the mail or by logging in to your account and editing your preferences. You will receive one more mail with the confirmation of your revoked permission.

We use cookie technologies to measure if you have read our marketing mailings and if you have clicked on a hyperlink in the mailing. We can recognize you if you go to our website by clicking a hyperlink in a mailing. With this information, we can analyse if you like to read our mails and if a mail is read very often or not. By analysing how our mailings are perceived, we can improve them and make them more relevant. Cookies are only used if you give explicit permission. More information about cookies can be found at <https://www.basgroup.com/cookie-policy-eu>.

## **Personalized advertisements**

The advertisement networks we cooperate with, can show you advertisements of one of BAS' websites on other websites. This is based on your earlier visits to our website and other websites. With cookies, your search-, browse- and click behaviour on one of our BAS websites is gathered together with your IP address and the unique identifier linked to the device you use. Cookies are only used if you give explicit permission. More information about cookies can be found at <https://www.basgroup.com/cookies>.

## **Buying a product**

There are several ways to buy a product at BAS. You can buy a product via one of the websites or buy a product after contacting one of BAS's employees. BAS is not always the

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seller of these products and can also act as a platform where third parties advertise their products and services. Hence it is possible that you buy a product from an external seller.

If you buy a product, you will receive a proforma invoice and sales contract. For this purpose, the company information of the buyer is shown on this document. This information includes the name, address, VAT number and COC number. If you buy a product from an external seller, the information described above is exchanged with the external seller as well.

This is necessary to execute the agreement between the seller, BAS and yourself, the buyer of the product.

If you, as buyer, have paid the down payment, you will receive an invoice from BAS World or from the external seller. As required for a legitimate invoice, the same details of your company as used for the proforma invoice and sales contract are also required to be put on the invoice. This is necessary to execute the agreement between the seller and you, the buyer of the product.

For buying a product online, there are several common payment methods available. For processing payments, we gather the payment information provided by you and share it with the payment service provider. This information is only used to process the payment. This information includes the payment method, invoice address, bank account number such as IBAN and BIC / SWIFT code, or credit card information.

If you buy a product from an external seller, your payment information is not exchanged with the external seller. Your payment can be kept in an escrow account of our payment service provider. Depending on the agreed terms of the transaction, we will make sure the external seller receives the payment.

BAS Group complies with all relevant laws and regulations, including anti-money laundering laws, laws aimed at preventing (the financing of) terrorism, and sanction rules. As a result we are required to understand who our customers are and how they pay for the products and services they buy. For executing the KYC-checks (Know Your Customer), we or our payment service provider, might require additional information about your company, its shareholders and the purpose of your purchase. This KYC information you share with BAS can also be shared with third parties, such as payment providers and compliance service providers. We always have a data processing agreement with third parties. This guarantees that your data is only used with the purpose of executing a KYC-check on behalf of BAS.

We will ask for other company details such as VAT number and Chamber of Commerce (COC) number. We use these numbers in combination with your company name and company address to verify if these numbers are valid. In addition, we might require a copy of ID evidence.

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For checking the validity of the VAT number of EU companies, we make use of the search engine VIES (VAT Information Exchange System) owned by the European Commission. This search engine returns if the VAT number is valid or invalid. The logs of these requests are saved.

If BAS arranges transport and/or shipping, we make use of external companies to execute these requests. We share your order number, customer number, company name, address and phone number with the transport or shipping company. This information is solely used to fulfil the delivery; to know where to deliver the product. This is necessary information for the transport or shipping company to execute the agreement.

BAS can send you non-marketing mails related to the order with the purpose of informing you about any relevant change. Examples are order confirmation, processed payments, open payments, transport or shipping notifications.

## **Selling a product**

If you sell a product via one of the BAS websites, you have to provide your company name and the address where the product is located. This information is not shown on the product page. The only information shown on the product page is the city and country of the location of the product.

If a buyer purchases your product, the buyer will receive a proforma invoice and sales contract. For this purpose, the company information of the buyer and seller can be shown on this document. This information includes the name, address, VAT number and COC number. This is necessary to execute the agreement between the buyer, BAS and yourself, the seller of the product.

If the buyer has paid the down payment, in some cases you will have to provide the buyer with an invoice. As required for a legitimate invoice, the same details of your company as used for the proforma invoice and sales contract are also required to be put on the invoice. This is necessary to execute the agreement between the seller, BAS and yourself, the seller of the product.

As seller, you have to provide your payment information, such as a bank account number (IBAN) and BIC / SWIFT code. This payment information is shared with the payment service provider with the sole purpose of processing payments. This is therefore necessary to execute the agreement. Your payment information can be exchanged with the buyer if the buyer needs to make a payment to you directly.

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a result, we are required to understand who the sellers on our platforms are and how they have acquired the products they sell. For executing the KYC-checks (Know Your Customer) we, or our payment service provider, might require additional information about your company, its shareholders and the purpose of your sales. This KYC information you share with BAS can also be shared with third parties, such as payment providers and compliance service providers. We always have a data processing agreement with third parties. This guarantees that your data is only used with the purpose of executing a KYC-check on behalf of BAS.

We will ask for other company details such as a VAT number and Chamber of Commerce (COC) number. We use these numbers in combination with your company name and company address to verify if these numbers are valid. In addition, we might require a copy of ID evidence.

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If BAS arranges transport and/or shipping, we make use of external companies to execute these requests. We share your order number, customer number, company name, address and phone number with the transport or shipping company. This information is solely used to fulfil the delivery; to know where to pick up the product. This is necessary information for the transport or shipping company to execute the agreement.

BAS can send you non-marketing mails related to the order with the purpose of informing you about any relevant change. Examples are order confirmation, open payments, transport or shipping notifications. Some of these mails require an action from you, such as a price report which can be the base of the price of the advertised product.

## **On which legal grounds do we process your personal data?**

**We process your personal data on the following legal grounds:**

- Performance of the contract in order to deliver the services you asked for;
- Our legitimate interests (marketing, proper functioning of our organisation and/or our website and platform, the prevention of unlawful acts, providing you with the best service we can give you);
- Legal obligation (such as tax law)

You are not obliged to give us the personal data we request. However, if you do not provide us with the relevant personal data, we may not be able to render the services you requested.

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## **For which period do we store your personal data?**

We will store your company and personal information not longer than necessary. Tax legislation obliges us to store information regarding invoice, payment, and order data for seven (7) years. When storing your company information, we will also store personal data which is related to your account. This information will include, but is not limited to, personal contact information and user account information used for our online environments.

The replacement period for the majority of the commercial vehicle products BAS offers is seven (7) years on average. It is therefore in our legitimate interest to store personal information about your preferences for maximum seven (7) years, such that we can offer you products that are relevant for you at the moment when you need it and give you the best experience with BAS. This is why we consider you an inactive user if you do not interact with BAS for seven (7) years. This means that, for seven (7) years, you have not:

- logged in;
- created a saved search or list of favourite products;
- been in contact with BAS via the website or via a BAS employee;
- sold a product to BAS or via the website;
- bought a product from BAS or via the website;
- advertised a product on BAS's website.

We will delete your personal information after said period. Your company data (without any personal data) however will be stored for a longer, undefined period. This data includes your company address, general contact details and the company's order history.

If you use one of our websites, you can choose to accept cookies. If you gave consent for the use of cookies, a different retention period holds per cookie. For an overview of these retention periods please review our cookie policy at <https://www.basgroup.com/cookies>.

If the retention period is expired, we will remove your personal information or anonymize it so that we can use it in internal reports without invading your privacy.

## **Do we transfer personal data to other organisations?**

We do transfer personal data to the following organisations if necessary for our services, for our legitimate interests or to comply with laws and regulations:

- We may share your personal information with other entities within the BAS companies if necessary to serve you and give you the best experience with BAS;
- Tax authorities;
- Our ICT providers/web providers;

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- Our bank in order to process payment of invoices;
- Our partners if necessary for the performance of a contract or to answer your questions;
- Sellers on a BAS platform in order to complete a transaction;
- Our accountant;
- Legal advisors.

In case other organisations process personal data on behalf of BAS Group in the role of processor we always ensure that those processors declare in writing that they will act in conformity with the GDPR in order to protect your personal data.

We do not sell your personal data to other organisations.

## **Do we transfer personal data to organizations in third countries?**

We deliver our services to organisations outside the EER. If personal data is transferred to a country outside the EER we make sure that we comply with the GDPR. Amongst others we check whether the EU Commission has considered the level of protection adequate in a third country (the so called “adequacy decision”). Or we make sure that other suitable safeguards are taken into account.

We store the personal data we process only on servers located in the EER.

## **How do we protect your personal data?**

We implement all possible technical and organizational security measures to ensure security and confidentiality in processing your personal information.

In order to maintain data security and in particular to prevent distortion, damage or unauthorized third-party access, we take all necessary precautions given the nature of the personal information and the risks related to its processing. Some examples are: physical protection of the premises, authentication procedures with personnel, secured access via identifiers and confidential passwords, a connection log, encryption of certain data.

In addition, if we contract with processors for all or part of the processing of your personal information, we require a data processing agreement from our service providers to guarantee the security and confidentiality of the personal data that we transmit to them or that they collect on our behalf, in accordance with the applicable regulations on the protection of personal data.

BAS selects its subcontractors and service providers with care and requires them:

- To ensure a level of protection of personal data that is identical to our own;

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- Use personal data or information solely to manage the services they are required to provide;
- To strictly comply with applicable legislation and regulations on privacy and personal data;
- Implement all appropriate measures to ensure protection of the personal data they may be required to process;
- Apply the technical and organisational measures it has defined to ensure data security.

In accordance with its legal obligations, BAS enters into agreements with its processors which precisely define the conditions and procedures for processing personal data.

We regularly conduct audits to verify the proper operational application of the rules relating to the security of your Personal data.

Nevertheless, you also have a responsibility to ensure the security and confidentiality of your personal data so we invite you to remain vigilant, especially when using an open system such as the Internet.

## **Do we use cookies?**

Our websites use cookies with the primary purpose to make your online experience with BAS better and easier. A cookie is a text file that is placed on your hard disk by a website. Cookies are not used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by the same website domain that issued the cookie to you.

We use functional cookies to make sure our website works as expected. These are required cookies for you to visit the website. Analytical cookies are used to analyse website traffic by gathering statistics about how the website is used. Tracking cookies are used to personalize your experience on the website and to retarget advertisements on other websites. These technologies are either used by us directly, or by our partners.

Analytical and tracking cookies are only used if you give explicit permission. If you choose to decline cookies, you may not be able to fully experience the interactive features of our website. More information about cookies can be found at <https://www.basgroup.com/cookies>.

## **Your rights with regard to your personal data**

You have several rights regarding your personal information. You can file any of the requests listed below by sending a mail to the data protection office (DPO). For the DPO in the Netherlands, you can contact [privacy@basgroup.com](mailto:privacy@basgroup.com). For the DPO in Germany, you can contact [datenschutz@bts-daf.de](mailto:datenschutz@bts-daf.de). We will respond to your request within one (1) month.

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You have the right to request the following:

- Right for information: to have a clear and understandable explanation of how we process your personal information and which rights you have regarding your personal information. This is explained in this privacy statement.
- Right to access: you can request access to all personal information we have gathered of you.
- Right for rectification: you have the right to correct erroneous information we have of you. You can do this by logging in to your account and change your personal information there.
- Right to request deletion/be forgotten: you have the right to request us to remove all personal information we have of you. This includes all personal information except the information which we are required to keep by law and any order information at a company level.
- Right for restriction of processing: you can request to not process your personal information. This means we can keep your data but not use it.
- Right to object: you can object to the way we process your personal information.
- Right for data portability: you can request to receive your personal information you have provided to us in a machine-readable format such that you can easily transfer your information to another company.

You also have the right to lodge a complaint with a supervising authority. We however would appreciate that you first contact us before lodging a complaint. We can then try to solve the problem.

## **Changes to this privacy statement**

We will occasionally update this Privacy Statement. This privacy statement was last updated on 27 October 2022.

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