

PRIVACY STATEMENT – ONE EXACT IDENTITY

Last updated: May 2025.

Scope

This privacy statement describes how your Personal Data is collected and used through One Exact Identity. One Exact Identity is a service of Exact Cloud Development Benelux B.V., with mailing address Molengraaffsingel 33 2629 JD Delft, The Netherlands (“We”, “Us”, “Our”) and enables you as a user to securely login and access one of the services, you ordered from an Exact Company for use.

Exact Cloud Development Benelux B.V. processes Personal Data on behalf of Exact Companies that supply services to customers based on an agreement, thus, Exact Cloud Development Benelux B.V. acts as a sub-contractor for the respective Exact Company that is considered Controller.

Personal Data

When We refer to Personal Data in this Privacy Statement, We mean any information relating to an identified or identifiable natural person: an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his physical, physiological, mental, economic, cultural, or social identity (“Personal Data”).

Purpose of the processing, category of data subjects and types of Personal Data

The purpose of the processing of the below defined Personal Data is the provision of One Exact Identity in order for you to securely login and access one of the services.

The types of Personal Data that may be processed logging in through One Exact Identity are:

- Username
- Email address
- IP address
- Operating system (e.g. MS Windows, MacOS)
- Browser (e.g. Chrome, MS Edge)

Personal Data will be processed from the customer and employees of the customers acting on behalf of the customer.

Legal basis for processing your Personal Data

Personal Data processed through One Exact Identity as described in this Privacy Statement is only used based on a valid legal ground to do so. The legal basis may be one of the following:

Performance of a contract with you (or in order to take steps prior to entering into a contract with you) in order to provide you the service.

Our legitimate interest: We use One Exact Identity to recognize the legitimate interest in adopting robust security measures to protect against unauthorized access and cyber threats, thereby reducing the risk of unauthorized access even if one authentication factor is compromised. This added layer of security helps Us safeguard the Personal Data of the customers and employees.

If you fail to provide Personal Data

Where We need to collect Personal Data by law, or under the terms of a contract the Exact Company has with you and you fail to provide that data when requested, the Exact Company may not be able to perform the contract with you (for example, to provide you with services). In this case, the service may have to be cancelled, and you will be notified if this is the case at that time.

How we share your Personal Data

We may have to share your Personal Data with the parties set out below for the purposes set out in this Privacy Statement.

Exact Companies

We may disclose your Personal Data to other Exact Companies for the purpose of performing tasks that directly relate to the operating of One Exact Identity or to process requests you make about One Exact Identity.

Our Service Providers

We employ third party companies and individuals to provide services to operate One Exact Identity for example database hosting and development. These third parties have limited access to your Personal Data to perform these tasks on Our behalf and are obligated to Us. The personnel of such third parties who use your Personal Data is limited to those individuals which are authorized to do so on a need-to-know basis and as necessary to provide these business services to Us. We do not authorize such third parties to disclose or use this Personal Data for other purposes.

Public Authorities

We may disclose your Personal Data if required for the purposes mentioned above, if mandated by law or if required for the legal protection of Our legitimate interests in compliance with applicable law.

Other Categories of Recipients

We may also disclose your Personal Data about you to parties acquiring part or all Our assets, as well as to attorneys and consultants.

Protection of your Personal Data

We undertake substantial efforts to protect the confidentiality of the Personal Data and other information collected through One Exact Identity and will never knowingly allow access to this information to anyone outside of Us other than as described herein. We have made a substantial investment in Our server, database, backup, and firewall technologies to protect Our information assets, including the confidentiality of Personal Data collected through One Exact Identity. These technologies are deployed as part of a sophisticated security architecture and protocol. Unfortunately, due to the nature of the internet as a public transmission network data transmission over the internet cannot be guaranteed to be totally secure. As a result, while We strive to protect Personal Data that is transmitted to Us and once We receive it, We cannot ensure or warrant the absolute security of such information.

Your rights to your Personal Data

You have several rights relating to your Personal Data. You have the right to request access to your Personal Data, correct your Personal Data, delete, or restrict its processing, or ask Us to transfer some of your Personal Data to other organizations. You may also have the right to object to certain processing activities, and to the extent that We have asked you for consent to process your data, you have the right to withdraw this consent at any time.

If you wish to exercise any of the rights set out above, please contact Us using the contact information outlined in the Contact Us section below.

We may need to request specific information from you to help Us confirm your identity before any Personal Data records will be made. This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up Our response. Your rights may be limited in certain situations, for example where We can demonstrate that We are legally obliged to process your data.

You always have the right to lodge a complaint at any time with your local Data Protection Authority. We would, however, appreciate the chance to deal with your concerns before you approach the Data Protection Authority so, please Contact Us in the first instance.

Where your Personal Data is processed

Your Personal Data for One Exact Identity is processed in the European Economic Area ("EEA"). Where Personal Data is transferred outside the EEA We will make sure your data is protected to the same extent as in the EEA. We will transfer Personal Data to a country with privacy laws that give the same protection as the EEA, the adequate countries by decision of the EU Commission, or We will ensure that appropriate Standard Contractual Clauses are in place for those countries with privacy laws that do not have adequate protection. To obtain a copy of the relevant transfer mechanism or additional information about transfers, please send your request to Us using the contact information outlined in the Contact Us section below.

Data retention

Personal Data you provided will only be retained for as long as required for the purposes for which it was collected or as required by law.

Changes to this Privacy Statement

We may update this Privacy Statement from time to time. We will take reasonable measures to notify you if there is a material change in Our privacy practices with respect to use of the information you have provided to Us.

Contact Us

If You wish to exercise any of your rights or want to discontinue information or communications that you receive in accordance with this Privacy Statement, please send an email to [privacy \[at\] exact \[dot\] com](mailto:privacy[at]exact[dot]com) with all relevant details.

We have appointed a Data Protection Officer for you to contact if you have any questions or concerns about Exact's personal data policies or practices, please send Us an email at [dpo \[at\] exact \[dot\] com](mailto:dpo[at]exact[dot]com).