

## PRIVACY STATEMENT DESKBOOKERS-PLATFORM

Deskbookers respects your privacy and all its users. We shall take the utmost care in protection your personal data. Deskbookers complies with the General Data Protection Regulation (GDPR), the Telecommunicatiewet and all other applicable legislation relating to your privacy. This Privacy Statement applies to all users of the Deskbookers platform and form an integral part of the General Terms and Conditions.

Any questions or remarks regarding this Privacy Statement can be send to address listed below or to [privacy@deskbookers.com](mailto:privacy@deskbookers.com).

Deskbookers B.V.  
Singel 542  
1017 AZ Amsterdam

Deskbookers B.V. is registered in the Dutch Chamber of Commerce under number 62979388. We advise you to read this Privacy Statement carefully.

## We collect, use, share, and process information

Deskbookers trusts on the following legal grounds when collecting, using, sharing, and otherwise processing of your personal information for purposes as described in this Privacy Statement:

- to the extent necessary to provide the services and to fulfill our obligations under the terms and conditions;
- where you have consented to the processing, which you can revoke at any time;
- when necessary, to comply with a legal obligation or an order of the judge, or to initiate and defend legal claims;
- where you have made the information public;
- if necessary in the public interest; and
- if necessary for the legitimate interests of Deskbookers or third parties, such as those of visitors or partners.

## Our Legitimate Interests

We process your data to promote our legitimate interests, including:

- the delivery and improvement of the services. We do this because it is necessary to pursue our legitimate interests in providing and developing innovative services and customized offers to our users on a sustainable basis; and

- keep the services safe and secure. We do this because it is necessary to protect the legitimate interests of Deskbookers and its users in ensuring the security of the services, and to provide protection against fraud, spam and abuse, etc.

## Information that Deskbookers collects

Deskbookers collects information that might directly or indirectly identify you. Deskbookers also collects information about how you make use of our services. Deskbookers collects this information in different manners:

- We collect **basic account information** like your name, email address, username and password for security reasons and to allow you access to our services.
- You can choose to add the **information from your contacts or participants** so they can be invited to a booking. If you choose to use these features, Deskbookers will have access to your contact information. By submitting such contact information, you confirm that you have the authority to use and share such information.
- We collect information from the **reviews and other content you share on the services**, even when you participate in partner bookings.
- When you make a payment on Deskbookers, you can provide **payment information** such as your payment card or other payment details. We use certified payment services from third parties from the payment card sector and do not keep your credit card information.
- Deskbookers allows you to register and log in to the service using accounts that you create with third-party products and services, such as LinkedIn (collectively "Third party accounts"). If you access the services via **Accounts with third parties**, we collect the information that you want to make available, such as your name, e-mail address, profile details and preferences with the applicable Account with third parties. The information is collected by the provider of the Account with third parties and is delivered to Deskbookers in accordance with its privacy policy. You can generally manage the information we receive from these sources using the privacy settings in your Account with third parties.
- In order to provide you with the best possible service, you can choose to provide us with your **contact details** so that we can better respond to your requests and comments.
- We also obtain additional **information from third parties** about users of marketers, partners, researchers and others. We may combine information that we collect from you with information that we obtain from other users, third parties and information that we derive from other products or services that we offer. We may also collect **information about you from other users**, such as when they leave a review about you.
- We collect information from your browser, computer or mobile device, which provide us with **technical information** when you open or use the service. This technical information includes device and network information, cookies, log files and analytical information.

### How Deskbookers processes personal data

A User that has registered can use his unique username and password to login to his account to book a Space with all Lessors within the Deskbookers network.

In performing its services, Deskbookers will store personal data. This occurs when you book a Space, when a Lessor registers your data in Deskbookers, when you use a Space or another service of the Lessor, when you subscribe to the newsletter, when you write a review, you submit your interests or come into contact with Deskbookers or one of the Lessors connected to the platform. Data stored are invoice details, booked Spaces and details about your organisation and your position.

All Deskbookers-portals and Lessors that use Deskbookers, use the registration and login module of the Deskbookers platform. Deskbookers offers two registration and login modules: (i) regular and (ii) via LinkedIn. A User may choose which module he wishes to use.

Deskbookers uses the data of Users to inform a Lessor about Bookings by a User, to generate invoices, to get into contact with Users, to improve the services of Deskbookers and/or the Lessor and to show general client information to Lessor. Deskbookers will never share or transmit your personal data to third parties without your prior consent, other than third parties that are involved with Bookings of a Space.

The Lessor may use data from Users to facilitate the information provision on location, such as showing reservations on signs or screens.

Deskbookers and Lessor may use their client information that is not protected by the General Data Processing Regulation for analysis and commercial objectives.

A User who has registered can login to his account with the created username and password and book a Space with all Lessors affiliated with Deskbookers.

## **Manage your settings**

When you have registered yourself with Deskbookers via the Deskbookers portal of the Deskbookers platform, you will receive automatically generated mails such as a registration confirmation, booking confirmations, change confirmations and/or cancellation confirmations.

You will also receive recurring e-mails such as a newsletter or emails asking you to rate the Space or Lessor by writing a review. You can always indicate in your account which e-mails you want to receive. Alternatively, you can let us know via [privacy@deskbookers.com](mailto:privacy@deskbookers.com).

## **Customize the preferences for notifications and e-mail**

Deskbookers offers several ways to manage the notifications you receive. You can choose not to receive certain emails and notifications by indicating your preference at <https://www.deskbookers.com/userportal/settings>. You can also unsubscribe by following the

instructions at the bottom of each type of e-mail. All e-mails related to administration or services (to confirm a booking or an update of this Privacy Policy or conditions, etc.) generally do not offer an option to unsubscribe, because they are necessary to give you the desired services and experience.

## Update account information

You can correct, update, or update submitted account information that is incorrect at any time by modifying that information in your account settings. If you need further assistance, please contact Deskbookers via [privacy@deskbookers.com](mailto:privacy@deskbookers.com). Deskbookers will generally answer your questions within 7-10 business days.

## Delete information and accounts

You can request to have your account removed via <https://www.deskbookers.com/userportal/account>. Once you delete your account, your activities or your billing information can not be recovered.

Please note: Content that has been shared with others (for example, at the location) or that others have copied, may also remain visible after you delete your account or the information from your own profile.

## **BROWSING BEHAVIOUR AND IP ADDRESS**

On the Deskbookers platform, general visitors statistics are collected via the Deskbookers portals, without identifying such visitors individually. The purpose of the foregoing is to optimise the performance of the Deskbookers platform and the Deskbookers portals. Such statistics may also be used to show more targeted information to categories of users. This enables Deskbookers and the Lessors in its network to further improve their services. In order to do so, Deskbookers may use the IP address of your computer. IP addresses are not coupled to identifiable information unless you have explicitly given your consent for such coupling.

## **USE OF COOKIES**

The Deskbookers platform and the various Deskbookers portals use cookies.

You can delete cookies via your browser or you can change your settings on your computer so that no cookies will be placed on your computer. This may reduce your user experience – certain parts of the Deskbookers Platform or Deskbookers portals may not be accessible as a result.

Deskbookers uses functional cookies to track session or login information and cookies for web analysis services (such as Google Analytics, Mixpanel, and Hotjar). Through these cookies, Deskbookers gather statistics regarding traffic, popularity of webpages, exit pages,

browser information, duration of visit and other browsing behaviour. This enables Deskbookers to provide you with a better user experience. Deskbookers cannot track who (or which pc) has visited the Deskbookers platform or Deskbookers portals.

Cookies from social networks such as LinkedIn, Facebook and Twitter are also in use. The use of these Cookies allows us to display advertisements on and off the Platform and to collect information about your browsing habits and the use of the Platform to make advertisements more relevant and personal to you and your interests. We can use remarketing technologies to enable third parties to display relevant and personalized ads to you through their networks. They are also used to indicate that you've seen a particular ad, the number of times you see an ad, and to measure the effectiveness of an ad campaign. For this we use third-party technologies, including but not limited to Google Analytics, Facebook Business Manager, LinkedIn Campaign Manager, Xing and Google Adwords. Technologies are also placed by social media sites for advertising and targeting purposes (including Facebook, LinkedIn and Instagram). These technologies remember the websites you visit and that information is shared with other parties such as advertisers.

The external companies we use for targeting and advertising purposes have their own privacy policies that you should carefully review. Most browsers automatically accept cookies. To manage the collection of information through cookies or other equivalent technology, you can use the settings of your browser or mobile device. Deskbookers strives to give you the choices to manage your privacy. Deskbookers do not recognize or respond to browser-driven 'Do Not Track' signals because the internet industry has not yet developed complete 'Do Not Track' standards, implementations and solutions. For more information about 'Do Not Track' signals, you can consult <https://allaboutdnt.com>. If you refuse cookies, certain features of the services may no longer be available to you.

## How we protect information

We take various measures to protect the collection, transfer and storage of the data we collect. While we strive to provide reasonable protection for your information, suitable for its sensitivity, we do not guarantee or provide any guarantee for the security of the information you share with us and we are not responsible for theft, destruction, loss or unintentional disclosure of your information or content. No system is 100% safe. The services use standard Secure Sockets Layer (SSL) technology for encoding personal information and credit card numbers. The personal data is stored on secure servers of Amazon Web Services in Germany, which are only accessible via the secure SSL connection. Passwords are encrypted in a special way so that they can not be retrieved by third parties. We do not store credit card numbers ourselves. This is done by our Payment Service Providers (PSP) Adyen B.V. and Stripe Payments Europe, Ltd.

To help ensure that these measures are effective in preventing unauthorized access to your private information, you should be aware of the security features that are available to you in your browser. You must use a well-secured browser to send your credit card details and

other personal information to the services. Note: if you use a browser that does not work with SSL, you run the risk of your data being intercepted.

Most browsers can be configured to notify you when you switch from a secure to an unsecured communication network, receive invalid identification data for the services you are communicating with, or send information through an unsecured connection. Deskbookers recommends that you enable these browser functions to ensure that your communication is protected. You can also check the URL of the services you visit (secure URLs begin with `https://` and not with `http://`) and the security symbol of your browser to help you determine if you are sending data to a secure server. You can also view the details of the security certificate of the services you are connected to. Check the validity of all services with which you connect and whether they make use of secure connections.

## Disclaimer

Although Deskbookers remains committed to protecting your personal information, the security of data transfer via the Internet can not be 100% guaranteed, and Deskbookers can not guarantee or guarantee the security of information you send to Deskbookers. The sending of personal information is at your own risk.

## Rights of EU-members

You have the right to view, correct, download or delete your data, as well as the right to limit certain processing of your data and to object to it. Some of these rights are generally applicable, others only in a limited number of cases. Below we describe these rights:

- **Accessibility and portability**

You can access a lot of your information by logging in to your account. If you require additional access or if you are not registered with Deskbookers, please contact us at [privacy@deskbookers.com](mailto:privacy@deskbookers.com).

- **Correct, restrict, limit, delete**

You can also correct, restrict, limit or delete a lot of your information by logging into your account. If you can not do this, please contact us via [privacy@deskbookers.com](mailto:privacy@deskbookers.com). Deskbookers strives to answer your questions within 10-14 business days.

- **Make objections**

When we process your data on the basis of our legitimate interests as set out above or in the public interest, you may object to this processing under certain circumstances. In such cases, we stop processing your data unless we have

compelling legitimate reasons to continue processing or where necessary due to a legal obligation.

- **Revoke consent**

If you have given your consent in advance, you have the right to withdraw your consent to the processing of your data at any time. For example, you can withdraw your permission by updating your settings. In certain cases, we may continue to process your data after you have withdrawn your consent, if we have a legal basis for this or if your withdrawal of consent was limited to certain processing activities.

- **Complain**

If you want to ask questions about our use of your information (and without prejudice to other rights that you have), you have the right to do so with your local supervisory authority.

## Storing information

We store information as long as necessary to provide the services to you and others, subject to any legal obligations to further such information. Information relating to your account will generally be retained until it is no longer required to provide the services or until you ask us to delete it or your account has been deleted, if earlier. After you delete your account, it may take up to 30 days before your personal data is completely removed from our system logs from our systems. In addition, we may track information from deleted accounts to comply with the law, to prevent fraud, to collect fees, to resolve disputes, to solve problems, to assist in investigations and other legal acts permitted by law. The information we retain will be treated according to this Privacy Policy.

Information about you that is no longer necessary and relevant to the provision of our services can be anonymised and merged with other non-personal data to obtain insights that are commercially valuable to Deskbookers, such as statistics on the use of the services. This information is disconnected from your name and other identification.

### **How is your personal data shared within the Spacebase GmbH corporate family?**

Deskbookers is a fully owned subsidiary of Spacebase GmbH.

We may receive personal data about you from Spacebase GmbH, or another fully owned subsidiary, or share your personal data with them for the following purposes:

1. To provide services (for example to make, administer and manage bookings or handle payments);
2. To provide customer support services and handle exceptions;
3. To detect, prevent and investigate fraudulent, other illegal activities and data breaches;
4. For analytical and product improvement purposes;

5. To provide personalised offers or send you marketing with your consent or as otherwise permitted by applicable law;
6. To ensure compliance with applicable laws.

Unless indicated otherwise, for purposes 1 to 5, Deskbookers relies on its legitimate interest to share and receive personal data. For purpose 6, Deskbookers relies where applicable on compliance with legal obligations (such as lawful law enforcement requests).

## **GENERAL**

Deskbookers reserves the right to amend this Privacy Statement. We advise you regularly re-read the (most current) Privacy Statement. If you have any questions regarding this Privacy Statement, please contact us at [info@deskbookers.com](mailto:info@deskbookers.com).